Canon

Large Format Printer

imagePROGRAF

iPF8400

Basic Guide

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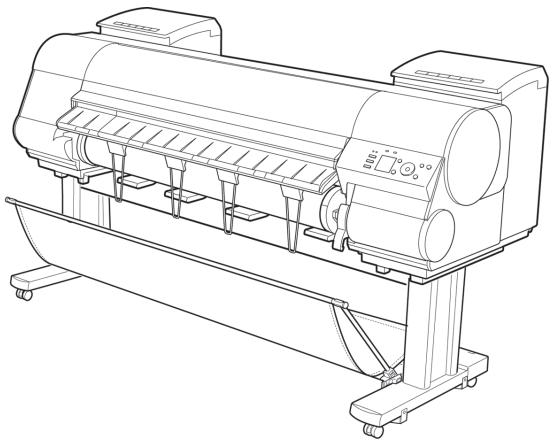
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Manuals for this printer

- Setup Guide
- **Basic Guide**
- User's Guide Electronic manual
- Paper Reference Guide Electronic manual

Read this manual before attempting to operate the printer.
Keep this manual in a handy location for future referencing.

ENG

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Preface

Safety Precautions

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Safety Precautions

Follow the warnings and precautions below to use the printer safely. Do not perform any operations or procedures other than as described in this manual. Doing so may result in unexpected accidents and can cause a fire or electrical shocks.

Printer location

Warning

- Do not set up the printer in any location exposed to alcohol, thinner, or other volatile liquids. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.

Caution

- Never install the printer on an unstable or vibrating surface. If it falls over, this could cause personal injury.
- Never set up the printer in a location that is exposed to high humidity or large amounts of dust, or exposed to direct sunlight, high temperature, or open flame. This could cause a fire or electrical shock. Use the printer location in an environment where temperature and humidity are within the ranges of 15 °C to 30 °C (59 °F to 86 °F) and 10 to 80% RH (with no condensation).
- Never place the printer on a heavy wool or shag carpet. The fibers may enter the printer and cause a fire.
- Keep the area around the power outlet clear of items so that you can disconnect the power cable immediately if the printer starts operating abnormally. In the event of a printer malfunction, remove the power cable from the outlet as soon as possible to prevent fire and electrical shocks.
- Do not install the printer near sources of strong electromagnetic fields, whether equipment that generates such fields or places where such fields occur. This could damage the printer or cause malfunction.

Power Supply

Warning

- Never handle the power cable with wet hands. Doing so may cause electrical shock.
- Insert the power cable securely and completely into the power source. If the power cable is not inserted completely, this could cause a fire or electrical shock.
- Do not use any power cable other than the one provided. This could cause a fire or electrical shock. Never use the power cable with any other electrical device.
- Never cut the power cable or attempt to modify it, and never stretch it or bend it forcefully. Never place a heavy object on the power cable. Damaged sections of the power cable could cause a short circuit and may cause a fire or electrical shock.
- Never connect the power cable to a power strip or any power source shared by other electrical devices. This could cause a fire or electrical shock.
- Never knot the power cable or wrap it around itself. This could cause a fire or electrical shock.
- Periodically disconnect the power cable and use a dry cloth to wipe away dust that has collected on the plug and the area around the power outlet. Leaving the power cable plugged in and not cleaned for a long period, especially in an area subject to dust, oil, and humidity, could cause the insulation material to deteriorate and lead to a fire.

Caution

- Always grip the plug to remove the power cable from the power outlet. Pulling on the power cable could damage the cable and lead to a fire or electrical shock.
- Never use an extension cord. This could cause a fire or electrical shock.
- Never use any power source other than 100–120 / 220–240 V AC. This could cause a fire or electrical shock. The printer operating conditions are described below. Use the printer under the following conditions.
  Power supply voltage: 100–120 / 220–240 V AC
  Power supply frequency: 50/60 Hz

In an Emergency

Warning

- If the printer emits smoke or strange odors, continuing to use the printer may cause a fire or electrical shock. Switch the printer off immediately and remove the power plug from the power outlet. Contact the nearest service center.

Cleaning the Printer

Warning

- For cleaning, use a cloth dampened in water. Never use flammable solvents such as alcohol, benzene, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.

Caution

- Always disconnect the power cable from the outlet before cleaning the printer. If the printer is switched on accidentally, moving parts inside the printer may cause personal injuries.

Pacemakers

Warning

- This printer generates a low-level magnetic field. Anyone wearing a pacemaker who experiences discomfort while working around the printer should leave the area. Consult a physician before continuing to work around the printer.

Moving the Printer

Caution

- Moving the printer requires at least six people, holding it on both sides. Be careful to avoid back strain and other injuries.
- When moving the printer, firmly grasp the Carrying Handles under each side. The printer may be unsteady if you hold it at other positions, which poses a risk of injury from dropping the printer.

Printhead, Ink Tanks, and Maintenance Cartridge

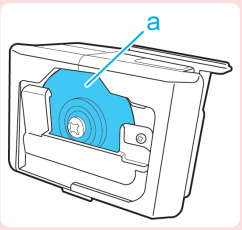
Caution

- Always store consumables in a safe location out of the reach of small children. If a child licks or ingests ink accidentally, seek medical assistance immediately.
- If ink accidentally gets in your eyes, immediately rinse with water.
  If ink gets on your skin, immediately clean it off with soap and water.
  If irritation persists in your eyes or on your skin, contact a physician immediately.
- Avoid dropping or shaking printheads, ink tanks, and maintenance cartridges. Spilled ink can stain clothing and the work area.
- Never touch the electrical contacts of the Printhead after printing. The contacts become extremely hot and can cause minor burns.

Other

Warning

- Never disassemble the printer or attempt repairs. There are high voltage parts inside the printer that can cause a fire or electrical shock.
- Never use flammable sprays around the printer. The gas of flammable sprays can cause a fire or electrical shock, if it contacts high voltage points inside the printer.
- After removing the Cutter Unit, never touch the cutting edge (a). This could cause personal injury.



Caution

- Never insert your hand into the printer while it is printing. Moving parts inside the printer can cause injuries.
- Never place anything on the printer such as small metal objects (paper clips, staples), liquids, any type of liquid container that contains flammable liquids (alcohol, benzene, etc.). If such objects fall into the printer, this could cause a fire or electrical shock.
- To prevent a fire hazard or dangerous electric shock, if a foreign object falls into or a liquid spills into the printer, press the Power button immediately to switch the printer off, unplug the printer power cable from the outlet, and then call for service. If you continue to use the printer, this could cause a fire or electrical shock.

Important

- Connect the interface cable correctly. To avoid damage, before connection make sure that the shape of the cable connector matches the connection point on the printer.
- During printing, turn on the ventilation system in the room.
- We recommend ensuring ample space for installation.

Legal Notices

FCC Regulations (U.S.A)

Canon Large Format Printer	iPF8400

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of shielded cable is required to comply with Class B limits in Subpart B of Part 15 of FCC Rules.
Do not make any changes or modifications to the equipment unless otherwise specified in the manual.

If such changes or modifications should be made, you could be required to stop operation of the equipment.
Canon U.S.A. Inc.
One Canon Plaza, Lake Success, NY 11042, U.S.A.
Tel No. 516-328-5600

For CA, USA Only

Included battery contains Perchlorate Material - special handling may apply.
See http://www.dtsc.ca.gov/hazardouswaste/perchlorate/ for detail.

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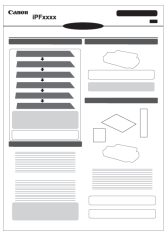
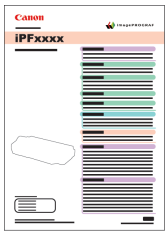
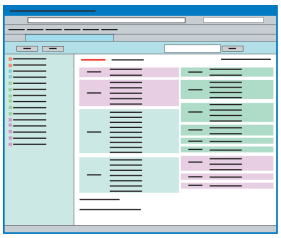
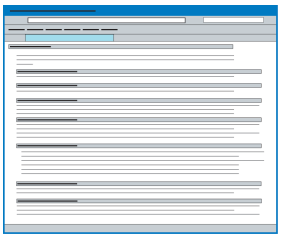
Manuals for this printer

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Manuals for this printer

This printer has the following manuals.

Name	Contents	Medium
Setup Guide	Instructions for unpacking and setting up the printer, and for installing the software and electronic manuals.	Printed Manuals
Basic Guide	Descriptions of basic printer operations.	
User's Guide	Detailed instructions for using the printer.	Electronic manuals
Paper Reference Guide	This guide describes about the types and specifications of the available media on the printer.	

Setup Guide	Basic Guide	User's Guide	Paper Reference Guide
			

Viewing the Electronic manuals

Install the Electronic manuals on your computer before viewing the manuals.

1 Install the Electronic manuals with the software.
Note that the driver installation procedure varies depending on the type of connection.
(See "Installing the Software (Windows).") →P.86
(See "Installing the Software (Mac OS X).") →P.88

2 Display **imagePROGRAF Support Information**.

- Windows

  Double-click the **iPFxxxx Support** desktop icon. (iPFxxxx indicates the printer model.)

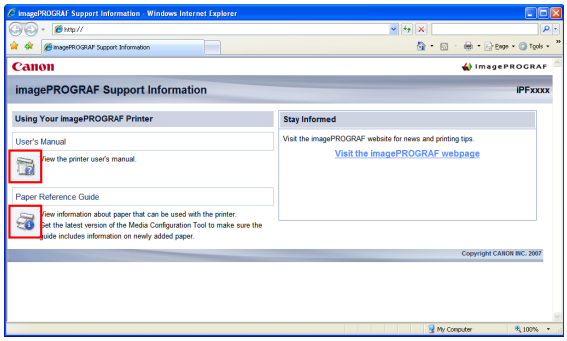


- Mac OS X

  Click the **iPF Support** icon in the **Dock** (**Launchpad** in OS10.7 and later).



3 When the **imagePROGRAF Support Information** is displayed, click the **User Manual** icon or the **Paper Reference Guide** icon.



Note

- Click **Visit the imagePROGRAF webpage** in **Stay Informed** to access the imagePROGRAF web site.

About This User Manual

• Symbols

The following symbols are used in this user manual to indicate safety information and explanations on restrictions or precautions in use.

	Warning	Indicates warning items for which operating error poses a risk of death or serious injury. To ensure safe use, always follow these warnings.
	Caution	Indicates caution items for which operating error poses a risk of injury. To ensure safe use, always follow these cautions.
	Important	Indicates important information and restrictions that definitely are to be followed during operation. Be sure to read this information to prevent troubles, malfunctions, or damage to equipment or property by operating errors.
	Note	Indicates helpful reference information and supplemental information on particular topics.

• Button names and user interface elements

Key and button names on the control panel and user interface elements in software (such as menus and buttons) are indicated as follows in this user manual.

Control panel buttons	Example: Press the **OK** button.
Control panel messages	Example: **Head Cleaning** is displayed.
Software interface items (menus and buttons)	Example: Click **OK**.
Keyboard keys	Example: Press the Tab key.

• Cross-reference

Other pages or manuals that provide related information are indicated as follows in this user manual.

Cross-reference in the same user manual	Example: see "Turning the Printer On and Off." →User's Guide Click the link to jump to the corresponding page.
Cross-reference in related manuals	Example: See the Paper Reference Guide .
Other cross-reference	Example: See the printer driver help.

• Figures and software screens

- Figures in this user manual may be different from the actual appearance of the printer in some cases.

- Screens depicted in this user manual for the printer driver or other software may be different from the actual screens because of subsequent updates.

- May we request
  - The information in this user manual is subject to change without notice.
  - We strive to ensure accuracy of information in this user manual, but if you notice errors or omissions, please contact us.

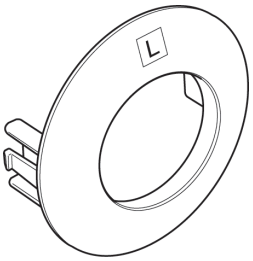
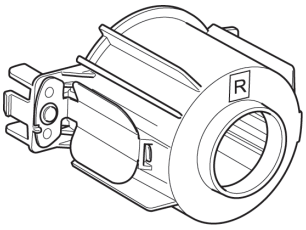
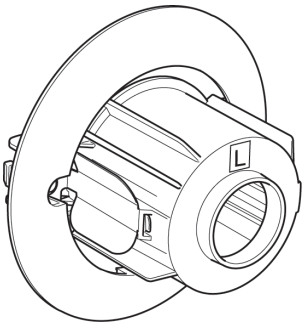
Handling Paper

Handling rolls

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Attaching the Roll Holder to Rolls

When printing on rolls, attach the Roll Holder to the roll.
Rolls have a two- or three-inch paper core. Use the correct attachment for the paper core. The printer comes equipped with the 2-Inch Paper Core Attachment installed.

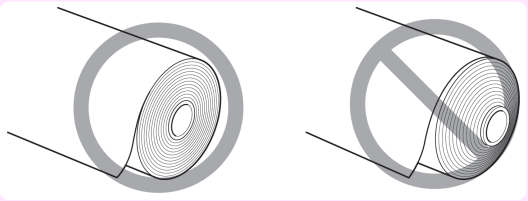
Using Rolls with a 2-inch Paper Core		Using Rolls with a 3-inch Paper Core	
Roll Holder Side	Holder Stopper Side	Roll Holder Side	Holder Stopper Side
No Attachment Needed	2-Inch Paper Core Attachment 	3-Inch Paper Core Attachment #1 	3-Inch Paper Core Attachment #2 

Caution

- Set the roll on a table or other flat surface so that it does not roll or fall. Rolls are heavy, and dropping a roll may cause injury.

Important

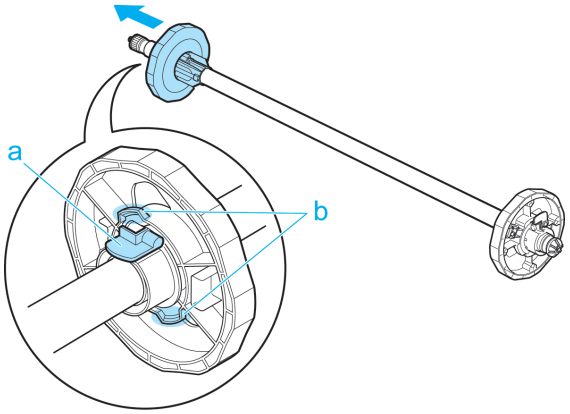
- When handling the roll, be careful not to soil the printing surface. This may affect the printing quality. We recommend wearing clean cloth gloves when handling rolls to protect the printing surface.
- Use scissors or a cutting tool to cut the edge of the roll paper if it is uneven, dirty, or has tape residue. Otherwise, it may cause feeding problems and affect the printing quality. Be careful not to cut through any barcodes printed on the roll.
- Align the edges of the paper on both ends of the roll. Misalignment may cause feeding problems.



Note

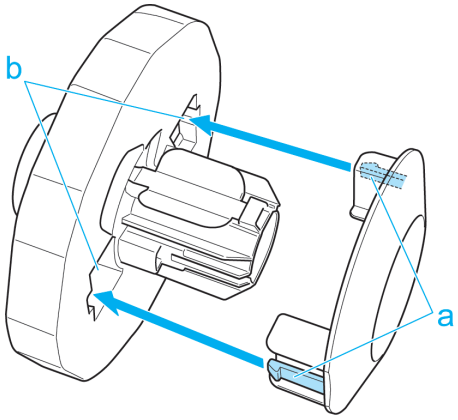
- For details on supported sizes and types of rolls, see **Paper Sizes** or the Paper Reference Guide. (See "Paper Sizes.") →User's Guide (See "Types of Paper.") →User's Guide
- To view instructions as you attach the Roll Holder, press the **Navigate** button. (See "How to View Instructions With Navigate.") →User's Guide

1 Lift the Holder Stopper lever (a) from the shaft side to unlock it. Holding the Holder Stopper at the position indicated (b), remove it from the Roll Holder.

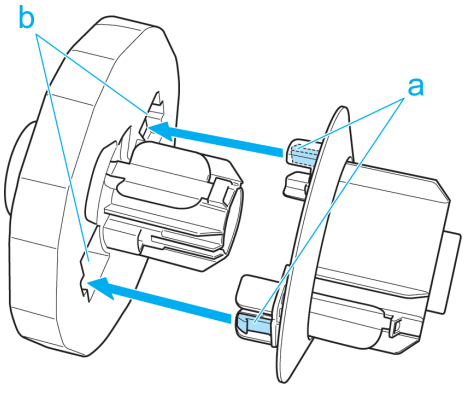
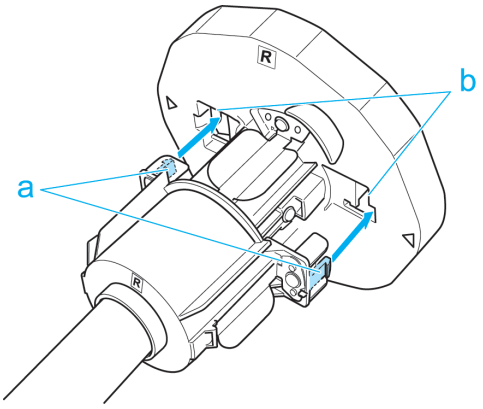


2 Insert the respective attachments for the roll paper core on the Roll Holder and Holder Stopper.

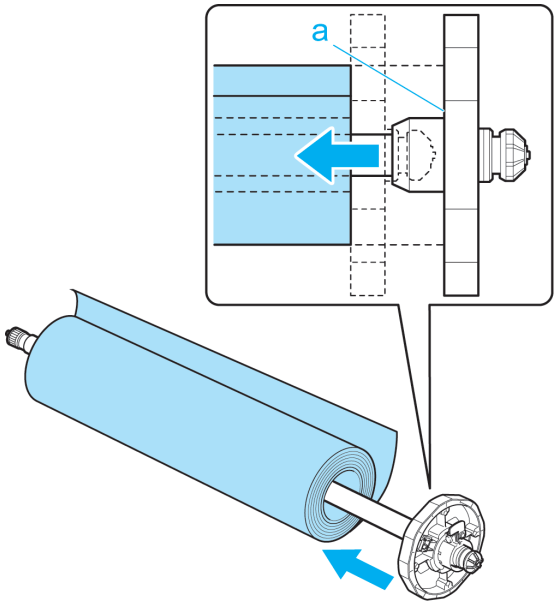
- Using rolls with a 2-inch paper core

Holder Stopper Side	Roll Holder Side
Align the tips (a) of the 2-Inch Paper Core Attachment with the holes (b) of the Holder Stopper and insert it firmly. 	No attachment is needed.

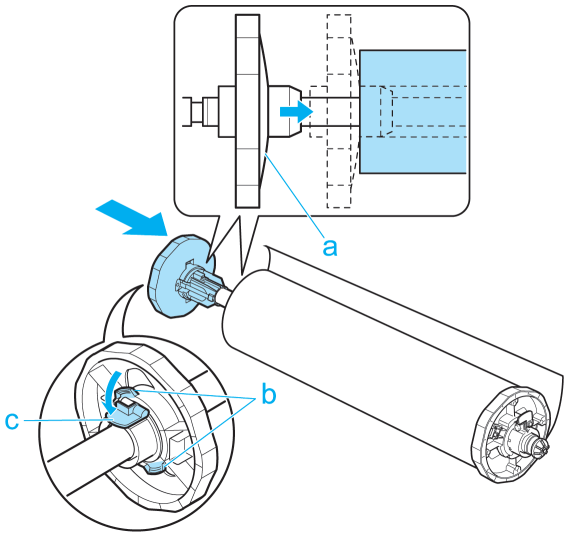
- Using rolls with a 3-inch paper core

Holder Stopper Side	Roll Holder Side
Align the tips (a) of 3-Inch Paper Core Attachment #2 with the holes (b) of the Holder Stopper and insert it firmly. 	Align the tips (a) of 3-Inch Paper Core Attachment #1 with the holes (b) of the Roll Holder and insert it firmly. 

3 With the edge of the roll paper facing forward as shown, insert the Roll Holder from the right of the roll. Insert it firmly until the roll touches the flange (a) of the Roll Holder, leaving no gap.



4 Insert the Holder Stopper from the left in the Roll Holder as shown. Holding it at the position shown (b), push it firmly in until the flange (a) of the Holder Stopper touches the roll. Lock the Holder Stopper lever (c) by pushing it down toward the shaft side.



Loading Rolls in the Printer

Follow these steps to load rolls in the printer.

Important

- Always load rolls when the printer is on. If the printer is off when you load a roll, the paper may not be advanced correctly when you turn the printer on.
- Before loading a roll, confirm whether the inside of the Top Cover or the Ejection Guide is soiled. If soiled, we recommend cleaning in advance. (See "Cleaning Inside the Top Cover.") →P.53

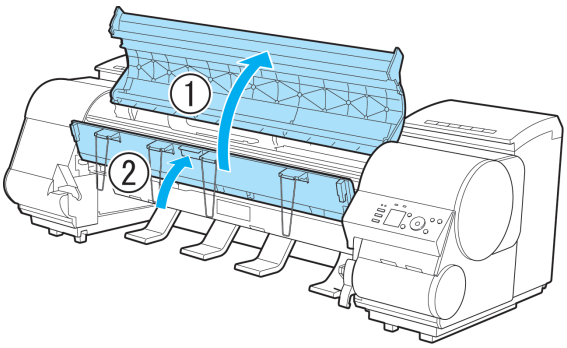
1 Press the **Load** button.



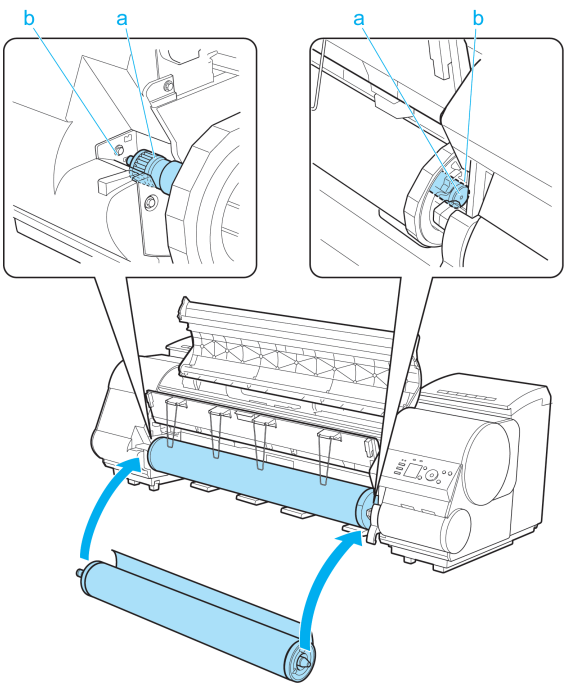
2 Press ▲ or ▼ to select "**Load Roll Paper**", and then press the **OK** button.

Note
- If any paper has been advanced that will not be used, a message is shown requesting you to remove it. Press ▲ or ▼ to select "**Yes**", and then press the **OK** button. Remove the paper and go to the next step.

3 Open the Top Cover and lift the Ejection Guide.



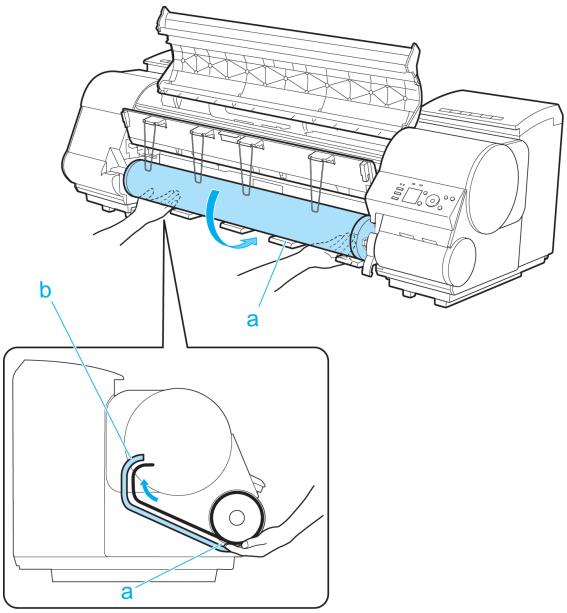
4 Holding the Roll Holder so that the side with the white gear faces the side of the Roll Holder Slot with a white gear, load the Roll Holder shaft (a) into the grooves (b) on both ends of the Roll Holder Slot, fully into the slot.



Caution
- Be careful not to drop the roll and hurt yourself when loading it.
- Be careful not to pinch your fingers between the Roll Holder shaft (a) and the guide grooves (b) when loading rolls.

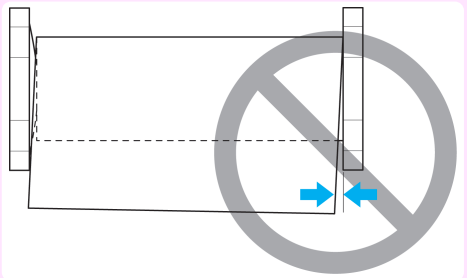
5 Pull out the roll evenly on both ends and insert it in the Paper Feed Slot (a). Advance the roll until it touches the Paper Retainer (b).

Once the roll reaches the Paper Retainer, it is automatically advanced over the Platen.

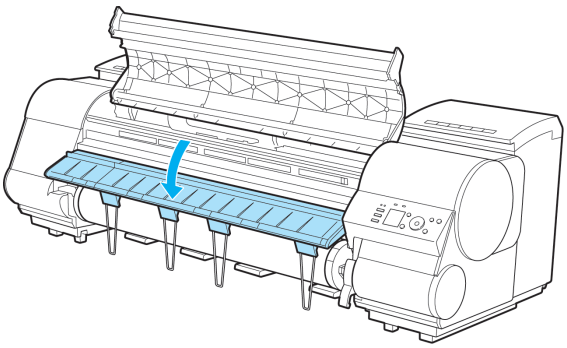


Important

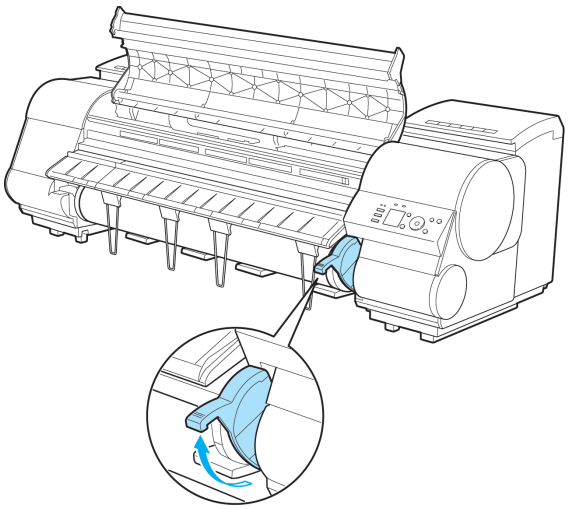
- When handling the roll, be careful not to soil the printing surface. Otherwise, it may affect printing quality. We recommend wearing clean cloth gloves when handling rolls to protect the printing surface.
- If the paper is wrinkled or warped, straighten it out before loading it.
- For paper that tends to curl, lift the Release Lever and manually pull the roll paper over the Platen.
- Load paper straight so it is not fed askew.



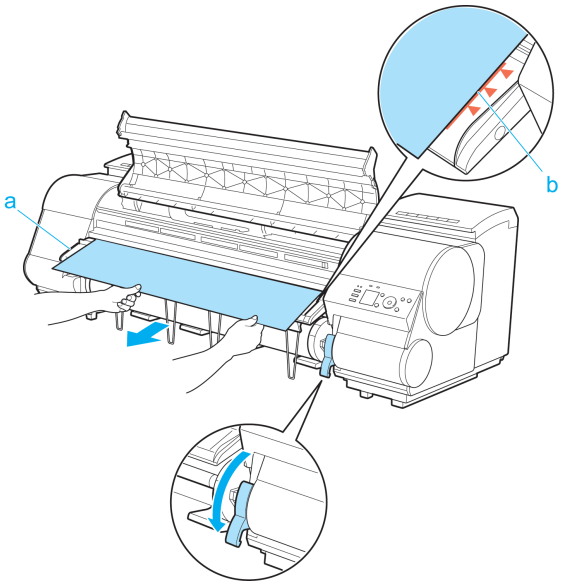
6 Lower the Ejection Guide.



7 Holding the edge of the roll paper, lift the Release Lever.



8 Hold the edge of the roll paper as you gently pull it evenly with both hands to the position of the Ejection Guide (a). Align the right side of the roll paper with the Paper Alignment Line (b), keeping this side parallel to the line, and then lower the Release Lever.



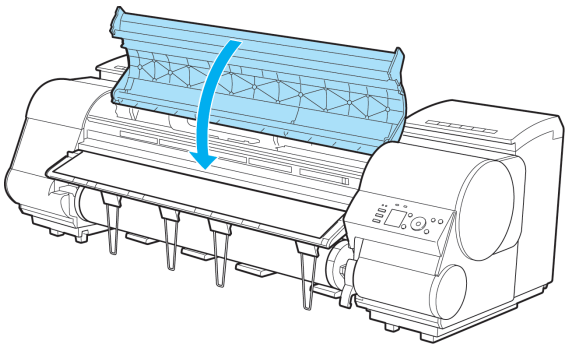
Important

- Do not omit steps 7 and 8. If paper cannot be advanced straight or if it wrinkles, it may jam or rub against the Printhead.
- Do not force the roll paper into alignment with the paper alignment line (b). This may prevent the paper from being advanced straight.

Note

- You can adjust the strength of suction holding paper against the Platen when the Release Lever is released. If it is difficult to load paper, press the ▲ or ▼ button on the Control Panel to adjust the strength. Set suction stronger by pressing the ▲ button or weaker with the ▼ button. Three settings are available.

9 Close the Top Cover.



10 Once paper feeding starts, you will need to do the following, based on the **ManageRemainRoll** setting and the barcode printed on rolls. (See "Keeping Track of the Amount of Roll Paper Left.") →User's Guide

ManageRemain-Roll	Barcodes	Printer Operation After the Paper is Fed
Off	Printed	A menu for selection of the type of paper is shown on the Display Screen. Press ▲ or ▼ to select the type of paper, and then press the **OK** button.
	Not printed	
On	Printed	The type and amount of paper left is automatically detected based on the barcode printed on the roll. There is no need to specify the type and length of the paper.
	Not printed	A menu for selection of the type and length of paper is shown on the Display Screen. Press ▲ or ▼ to select the type and length of paper loaded, and then press the **OK** button.

Important

- Cut the edge of the roll using the **Paper Cutting** function if the edge is creased or soiled. (See "Specifying the Cutting Method for Rolls.") →User's Guide

Note

- For details on types of paper to select, see the Paper Reference Guide. (See "Types of Paper.") →User's Guide
- Adjusting the printhead alignment with the type of paper to be used in printing may enhance printing quality. (See "Automatic Adjustment to Straighten Lines and Colors.") →P.97
- When paper leading edge detection is set to **Off** for Manual, printing will start at the position at which the roll was set in procedure 8. Thus, the margin of the paper leading edge will enlarge. (See "Specifying the Cutting Method for Rolls.") →User's Guide

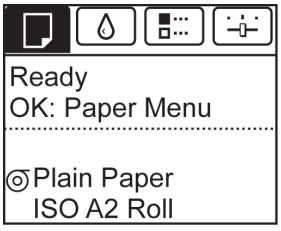
Removing the Roll from the Printer

Remove rolls from the printer as follows.

Note

- If you need to cut the roll, see "Specifying the Cutting Method for Rolls." →User's Guide

1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Paper tab ( ).



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

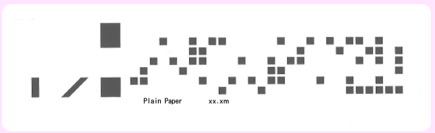
2 Press the **OK** button.
The **Paper Menu** is displayed.

3 Press ▲ or ▼ to select **Eject Paper**, and then press the **OK** button.

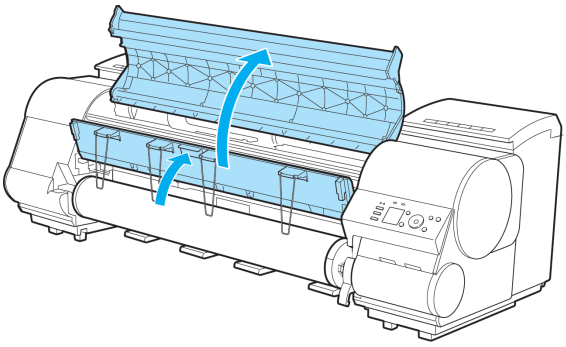
4 Press ▲ or ▼ to select "**Yes**", and then press the **OK** button.
The roll is rewound.

Important

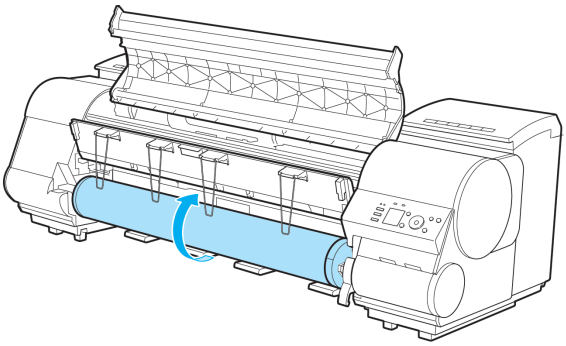
- If you have selected **ManageRemainRoll** > **On** in the Control Panel menu, a barcode is printed on the leading edge of the roll.
  Do not remove the roll before the barcode is printed. You will be unable to keep track of the amount of roll paper left. (See "Keeping Track of the Amount of Roll Paper Left.") →User's Guide



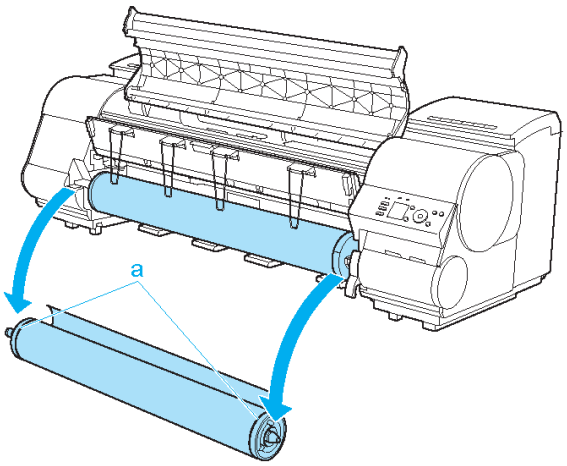
5 Open the Top Cover and lift the Ejection Guide.



6 Using both hands, rotate the Roll Holder in the direction of the arrow to rewind the roll.

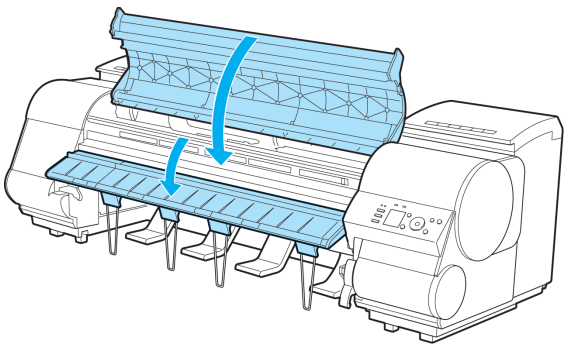


7 Holding the Roll Holder flange (a), remove the holder from the Roll Holder Slot.



Note
- For instructions on removing the Roll Holder from rolls, see "Removing the Roll Holder from Rolls." →User's Guide

8 Lower the Ejection Guide and close the Top Cover.



Note
- To load new paper in the printer at this point, see "Loading Rolls in the Printer." →P.11
- Clean inside the top cover before loading paper. (See "Cleaning Inside the Top Cover.") →P.53

Handling sheets

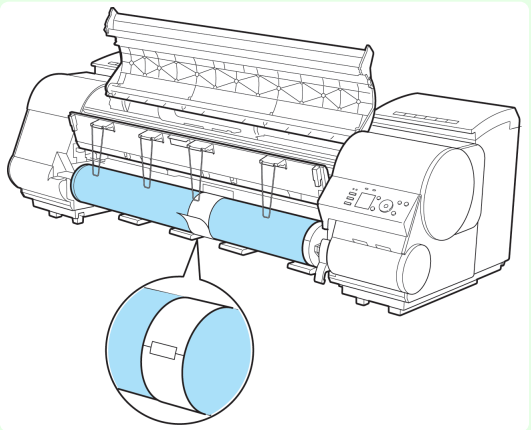
Loading Sheets in the Printer 18
Removing Sheets 21

Loading Sheets in the Printer

Follow these steps to load sheets in the printer.

Important
- Paper that is wrinkled or warped may jam. If necessary, straighten the paper and reload it.
- Load the paper straight. Loading paper askew will cause an error.

Note
- Loading sheets when a roll is already loaded in the printer may cause jams. We recommend removing rolls before loading sheets. (See "Removing the Roll from the Printer.") →P.15
- To prevent the roll from unwinding if you leave it loaded, wrap a sheet of paper around the roll and tape it.



- Before loading sheets, make sure the printer is clean inside the Top Cover and around the Ejection Guide. If these areas are dirty, we recommend cleaning them in advance. (See "Cleaning Inside the Top Cover.") →P.53
- Store unused paper in the original package, away from high temperature, humidity, and direct sunlight.

1 Select sheets as the paper source.

- If a print job was received

  Sheets are automatically selected, and the media type and size specified by the print job are shown on the Display Screen.

  Press ▲ or ▼ to select **Load Paper**, and then press the **OK** button.

- If no print job was received

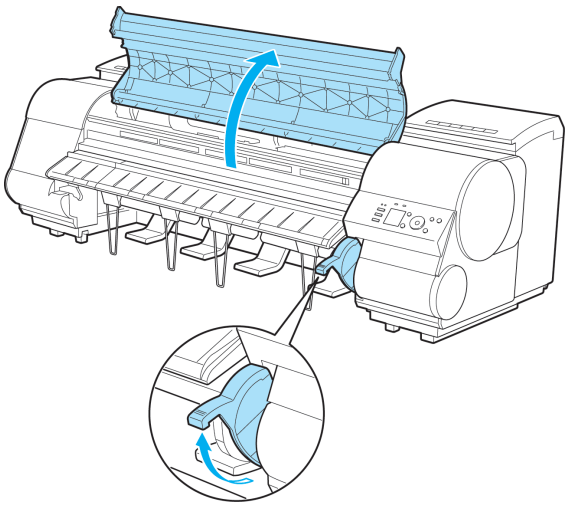
1. Press the **Load** button.



2. Press ▲ or ▼ to select "**Load Cut Sheet**", and then press the **OK** button.

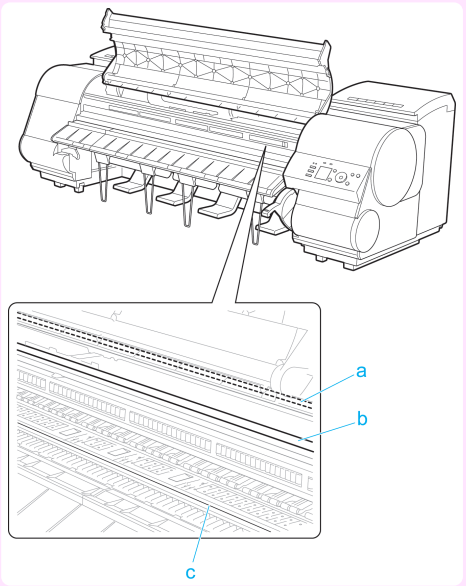
Note
- If any paper has been advanced that will not be used, a message is shown requesting you to remove it. Press ▲ or ▼ to select "**Yes**", and then press the **OK** button. Remove the paper and go to the next step.

2 Lift the Release Lever and open the Top Cover.



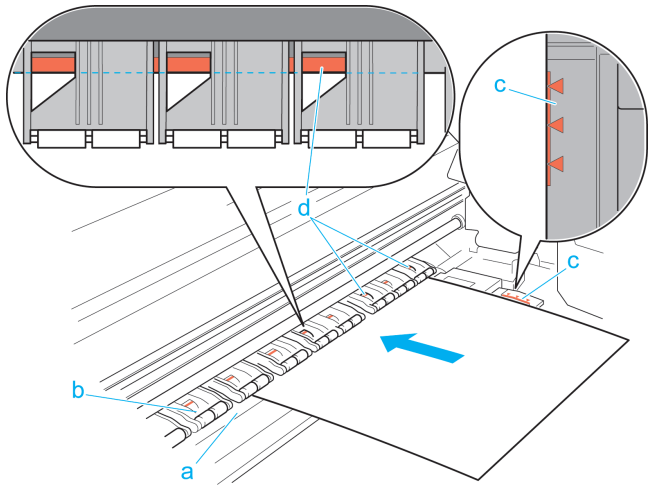
Important

- Do not touch the Linear Scale (a), Carriage Shaft (b), or Fixed Blade (c). This may stain your hands and damage the printer.



3 With a sheet lengthwise and printing-side up, insert it between the Platen (a) and the Paper Retainer (b). Align the edges of the sheet as follows.

1. Align the sheet with the Paper Alignment Line (c) at right.
2. Align the inserted edge of the sheet with the leading edge of the Paper Alignment Line (d), as shown.



When inserted, sheets are automatically held by suction against the Platen.

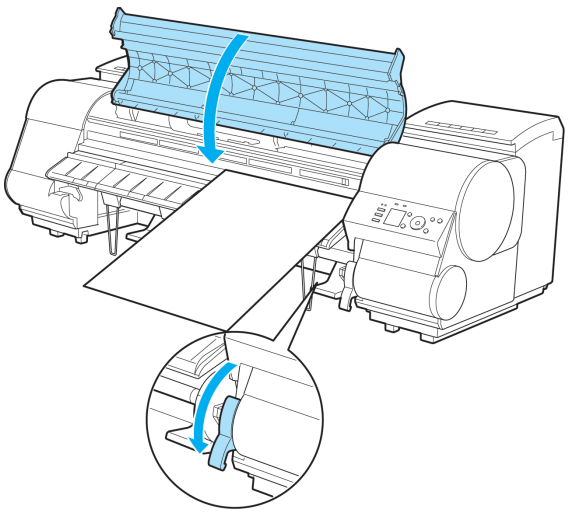
Important

- Load a sheet so that it is parallel to the Paper Alignment Line at right (c). Loading paper askew will cause an error.
- Warped paper may rub against the Printhead. Straighten paper if it is warped before loading it.

Note

- You can adjust the strength of suction holding paper against the Platen when the Release Lever is up. If it is difficult to load paper, press the ▲ or ▼ button on the Control Panel to adjust the strength. Set suction stronger by pressing the ▲ button or weaker with the ▼ button. Three settings are available.
  However, even if you increase the suction, it may not be sufficient to hold some types of paper against the Platen well. In this case, use your hand to load the paper.
- Sheets are held in place by suction through holes on the Platen. Although the suction may produce a noise when paper is loaded in some positions, it does not indicate a problem. If the noise is distracting, try moving the paper over slightly to the left or right (up to 1 mm [0.039 in]) while keeping it parallel to the Paper Alignment Line.
- The suction remains on for about 30 seconds during loading. If you cannot finish loading a sheet during this time, pull the sheet away and reinsert it to start the suction again.

4 Lower the Release Lever and close the Top Cover.



- If a print job was received

  Pressing the **OK** button will advance the paper, and then printing will begin.

- If no print job was received

A menu for selection of the type of paper is shown on the Display Screen.
Press ▲ or ▼ to select the type of paper, and then press the **OK** button.
The printer now starts feeding the paper.

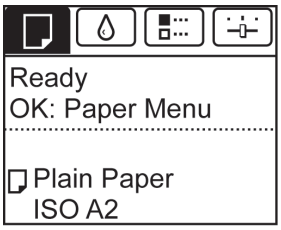
Note

- For details on types of paper to select, see the Paper Reference Guide. (See "Types of Paper.")
  →User's Guide
- When using the Output Stacker, if you will print on large, stiff sheets, we recommend adjusting the Output Stacker into the lowest position to prevent printed sheets from being bent. (See "Using the Output Stacker.")
  →User's Guide

Removing Sheets

Remove sheets from the printer as follows.

1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Paper tab ( ).



Note

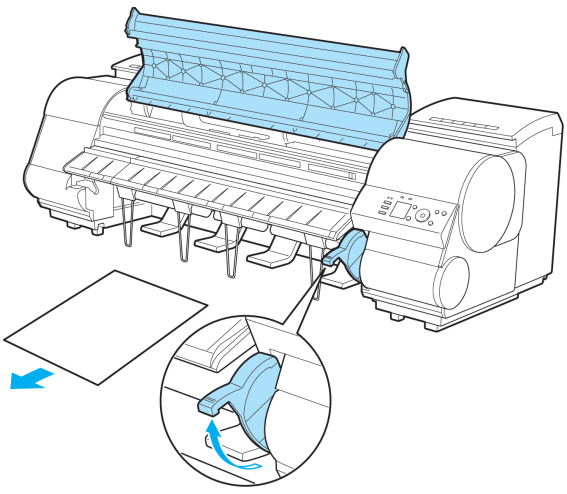
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

2 Press the **OK** button.
The **Paper Menu** is displayed.

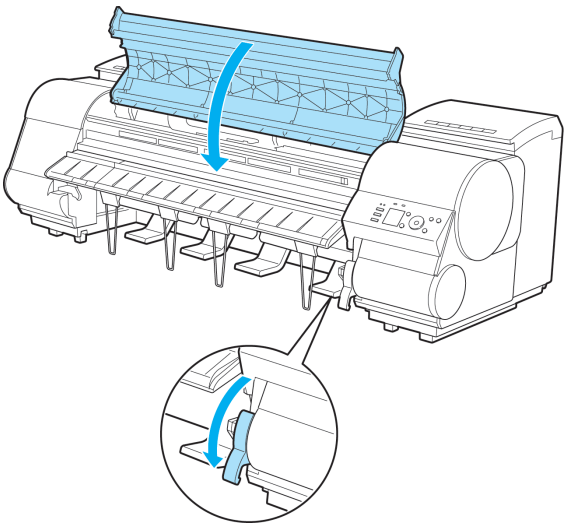
3 Press ▲ or ▼ to select **Eject Paper**, and then press the **OK** button.

4 Press ▲ or ▼ to select "**Yes**", and then press the **OK** button.
The paper is ejected from the front of the printer.

5 Open the Top Cover, lift the Release Lever, and remove the sheet.



6 Lower the Release Lever and close the Top Cover.



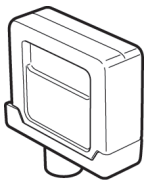
Consumables and Maintenance

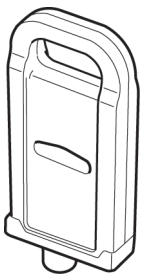
Ink Tanks

Ink Tanks 23
Replacing Ink Tanks 23

Ink Tanks

When purchasing, check the Model number.

Shape	Colors	Model number	Ink Type	Capacity
	Matte black	PFI-306 MBK	Pigment ink	330 ml (11.2 fl oz)
	Black	PFI-306 BK		
	Cyan	PFI-306 C		
	Magenta	PFI-306 M		
	Yellow	PFI-306 Y		
	Photo cyan	PFI-306 PC		
	Photo magenta	PFI-306 PM		
	Red	PFI-306 R		
	Green	PFI-306 G		
	Blue	PFI-306 B		
	Gray	PFI-306 GY		
	Photo gray	PFI-306 PGY		

Shape	Colors	Model number	Ink Type	Capacity
	Matte black	PFI-706 MBK	Pigment ink	700 ml (23.7 fl oz)
	Black	PFI-706 BK		
	Cyan	PFI-706 C		
	Magenta	PFI-706 M		
	Yellow	PFI-706 Y		
	Photo cyan	PFI-706 PC		
	Photo magenta	PFI-706 PM		
	Red	PFI-706 R		
	Green	PFI-706 G		
	Blue	PFI-706 B		
	Gray	PFI-706 GY		
	Photo gray	PFI-706 PGY		

Note

- For instructions on Ink Tank replacement, see "Replacing Ink Tanks." →P.23
- The provided Starter Ink Tanks contain 330 ml (11.2 fl oz) each.

Replacing Ink Tanks

Compatible ink tanks

For information on compatible ink tanks, see "Ink Tanks." →P.23
Replacement ink tanks in 330 ml (11.2 fl oz) and 700 ml (23.7 fl oz) capacities are supported.

Note
- Depending on the color, you can also use an ink tank with a different capacity.

Precautions when handling ink tanks

Take the following precautions when handling ink tanks.

Caution
- For safety, keep ink tanks out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.

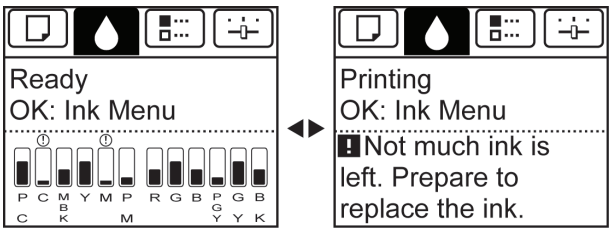
Important
- There may be ink around the ink supply section of ink tanks you removed. Handle ink tanks carefully during replacement. The ink may stain clothing.
- Do not install used ink tanks in another model of printer.
  This will prevent correct ink level detection, which may damage the printer or cause other problems.
- We recommend using up an Ink Tank in the course of printing within six months after breaking the seal. Printing quality may be affected if you use older ink tanks.
- Do not leave the printer without ink tanks installed for extended periods (a month or more). Residual ink may become clogged inside the printer and affect printing quality.

How to replace an Ink Tank

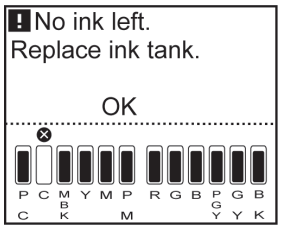
1. Confirm the message. →P.24
2. Access the menu for Ink Tank replacement. →P.25 (Otherwise, open the Ink Tank Cover.)
3. Remove the Ink Tank.
   - 330 ml ink tanks →P.25
   - 700 ml ink tanks →P.27
4. Load the new Ink Tank.
   - 330 ml ink tanks →P.28
   - 700 ml ink tanks →P.31

Confirm the message

When the ink level becomes low, a message is displayed on the Display Screen.
According to the message, replace the ink tank or prepare a new ink tank. (See "When to Replace Ink Tanks.") →User's Guide



If a message requests you to replace an Ink Tank, press the **OK** button. In this case, you can skip the step **Access the menu for ink tank replacement.** Follow the instructions in **Remove the ink tanks.**

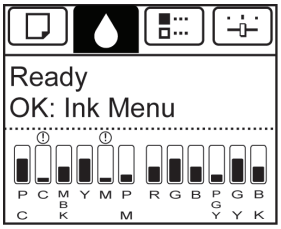


Important
- Do not remove an Ink Tank during initialization immediately after turning on the printer, or during printhead cleaning. Ink may leak out.

Note
- Ink Tank replacement is possible even during printing, when print jobs are being canceled, or when paper is being advanced.

Access the menu for Ink Tank replacement

1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Ink tab ( ).



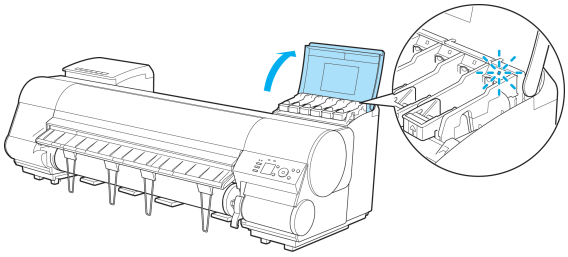
Note
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

2 Press the **OK** button.
The **Ink Menu** is displayed.

3 Press ▲ or ▼ to select **Rep. Ink Tank**, and then press the **OK** button.
Instructions are displayed on the Display Screen.

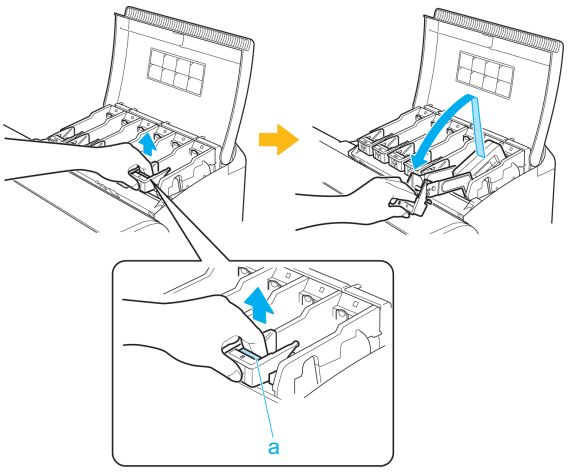
Remove the Ink Tank (330 ml)

1 Open the Ink Tank Cover of the tank for replacement and check the Ink Lamp.
The Ink Lamp flashes quickly if there is no ink left.



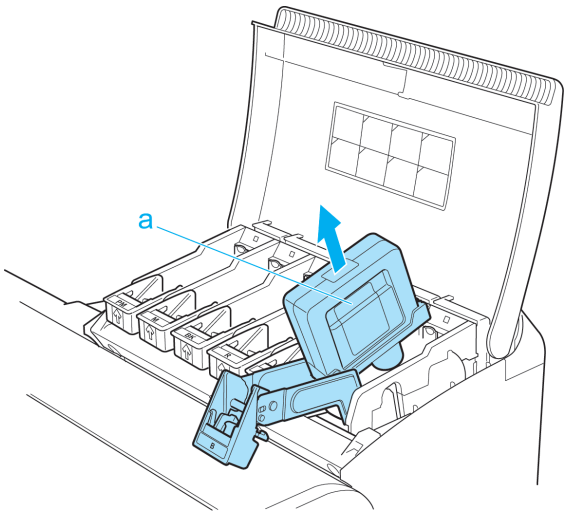
Important
- Avoid hitting the printer when replacing an Ink Tank. Handle the printer gently when replacing tanks. Jolting the printer during printing may deteriorate print quality.

2 Lift the stopper (a) of the Ink Tank Lock Lever for the color to replace. Lift the Ink Tank Lock Lever until it stops, and then push it down to the front.

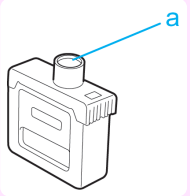


Note
- Push the Ink Tank Lock Lever down until it locks.
- Make sure the Ink Tank Lock Lever does not return to the original position.

3 Hold the Ink Tank by the grips (a) and remove it. Press the **OK** button.



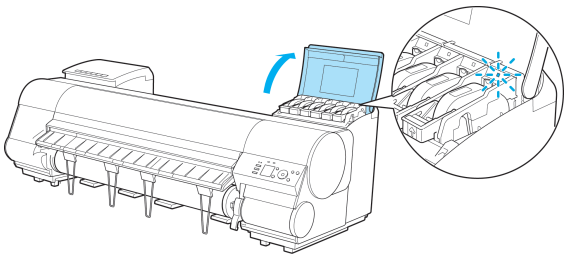
Important
- If there is still ink in the Ink Tank you removed, store it with the ink holes (a) facing up. Otherwise, ink may leak and cause stains. Put the removed Ink Tank in a plastic bag and seal it.



Note
- Dispose of used ink tanks according to local regulations.

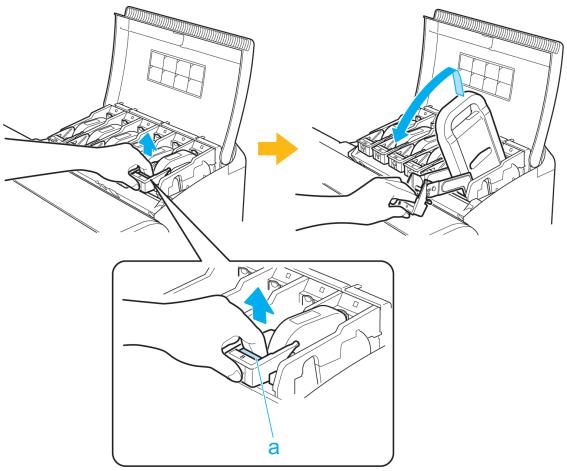
Remove the Ink Tank (700 ml)

1 Open the Ink Tank Cover of the tank for replacement and check the Ink Lamp.
The Ink Lamp flashes quickly if there is no ink left.



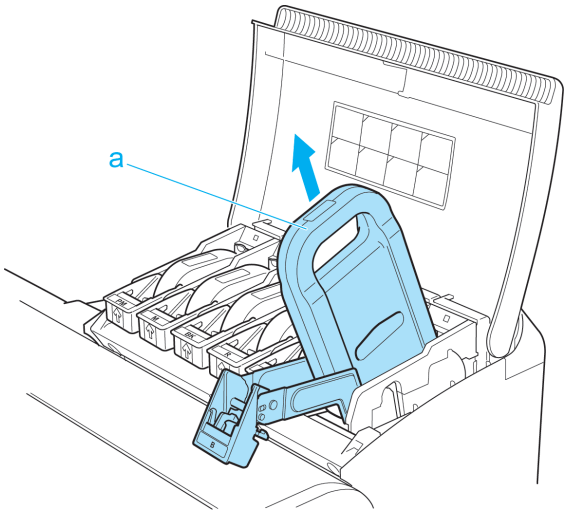
Important
- Avoid hitting the printer when replacing an Ink Tank. Handle the printer gently when replacing tanks. Jolting the printer during printing may deteriorate print quality.

2 Lift the stopper (a) of the Ink Tank Lock Lever for the color to replace. Lift the Ink Tank Lock Lever until it stops, and then push it down to the front.



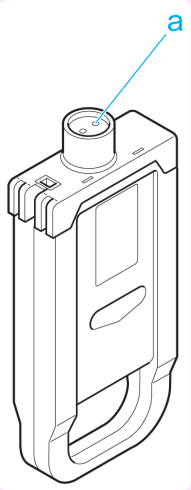
Note
- Push the Ink Tank Lock Lever down until it locks.
- Make sure the Ink Tank Lock Lever does not return to the original position.

3 Hold the Ink Tank by the handle (a) and remove it.
Press the **OK** button.



Important

- If there is still ink in the Ink Tank you removed, store it in the box with the ink holes (a) facing up. Otherwise, ink may leak and cause stains.

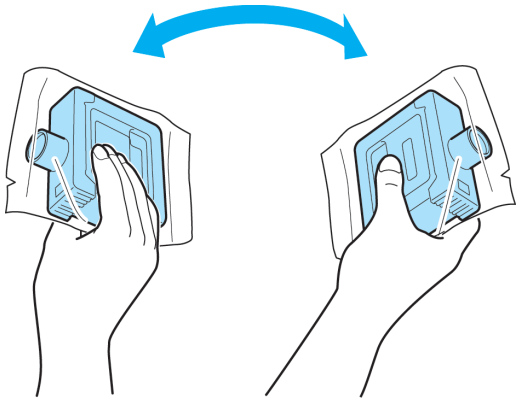


Note

- Dispose of used ink tanks according to local regulations.

Load the Ink Tank (330 ml)

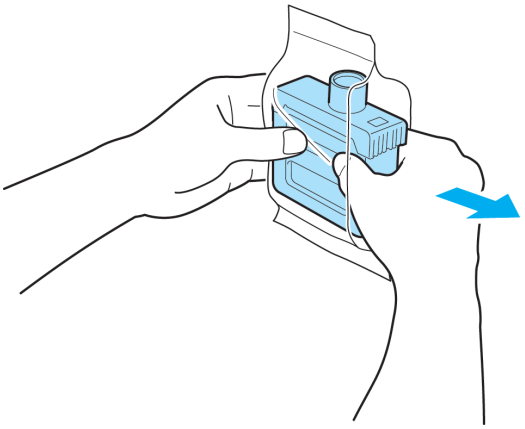
1 Before opening the pouch, tilt the Ink Tank to the left and right gently seven or eight times.



Important

- Do not remove and agitate ink tanks that have already been installed in the printer. Ink may leak out.
- If you do not agitate the Ink Tank, the ink may settle, which may affect printing quality.

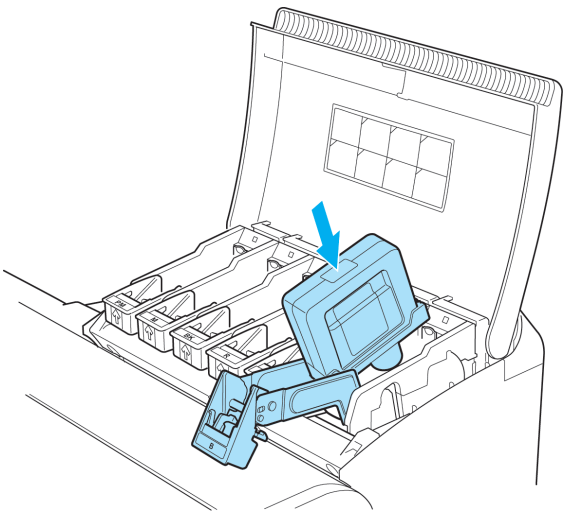
2 Open the pouch and remove the Ink Tank.



Important

- Never touch the ink holes or electrical contacts. This may cause stains, damage the Ink Tank, and affect printing quality.

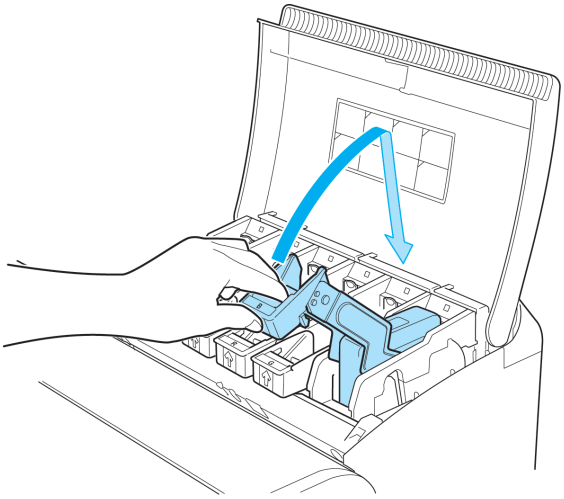
3 Press the **OK** button and insert the Ink Tank into the holder facing as shown, with the ink holes down.



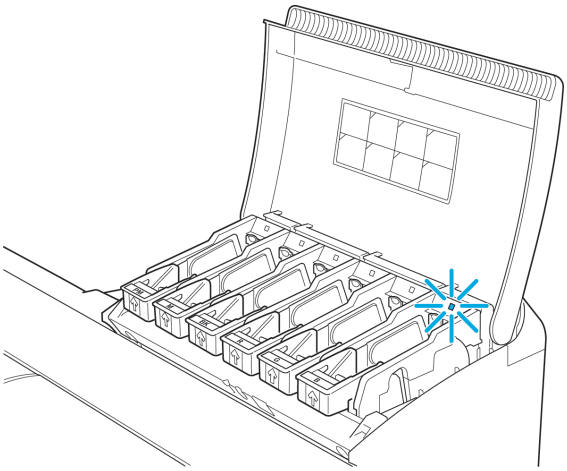
Important

- Ink tanks cannot be loaded in the holder if the color or orientation is incorrect.
  If the Ink Tank does not fit in the holder, do not force it into the holder. Make sure the color of the Ink Tank Lock Lever matches the color of the Ink Tank, and check the orientation of the Ink Tank before reloading it.

4 Lift the Ink Tank Lock Lever until it stops, and then push it down until it clicks into place.



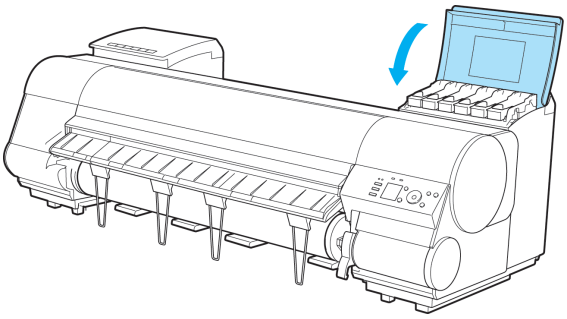
5 Make sure the Ink Lamp is lit in red.



Note

- If the Ink Lamp is not lit in red, reload the tank.

6 Close the Ink Tank Cover.

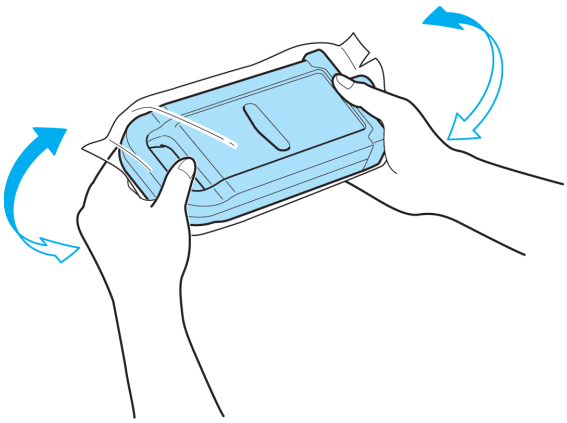


Important

- After Ink Tank replacement, always close the Ink Tank Cover. If the Ink Tank Cover cannot close, some Ink Tank Lock Lever may not be closed completely. Make sure all ink tank lock levers are fully closed.

Load the Ink Tank (700 ml)

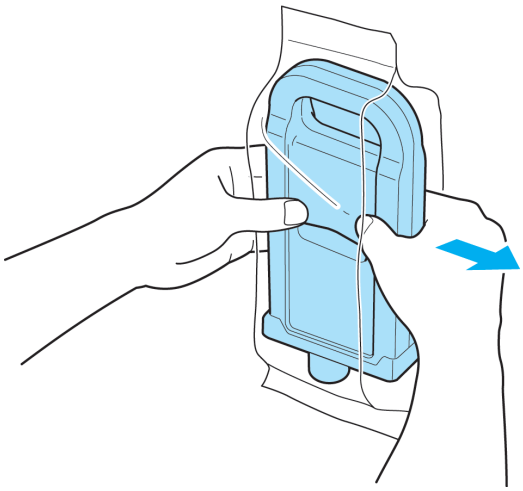
1 Before opening the pouch, hold the new Ink Tank with both hands and tilt it to the left and right as shown, shaking gently it seven or eight times.



Caution
- 700 ml ink tanks are heavy, so use your whole arm to agitate it instead of just your wrist. If you agitate it using just your wrist, you may injure your wrist.

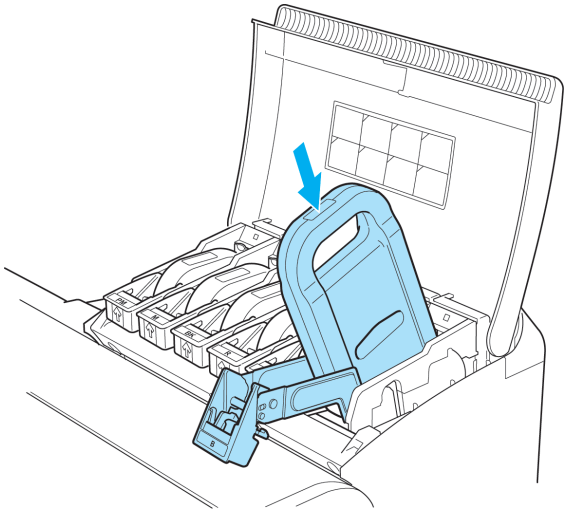
Important
- Do not remove and agitate ink tanks that have already been installed in the printer. Ink may leak out.
- If you do not agitate the Ink Tank, the ink may settle, which may affect printing quality.

2 Open the pouch and remove the Ink Tank.



Important
- Never touch the ink holes or electrical contacts. This may cause stains, damage the Ink Tank, and affect printing quality.

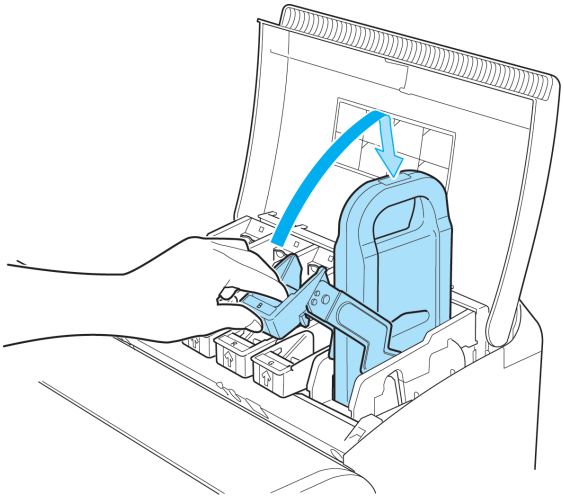
3 Press the **OK** button and insert the Ink Tank into the holder facing as shown, with the ink holes down.



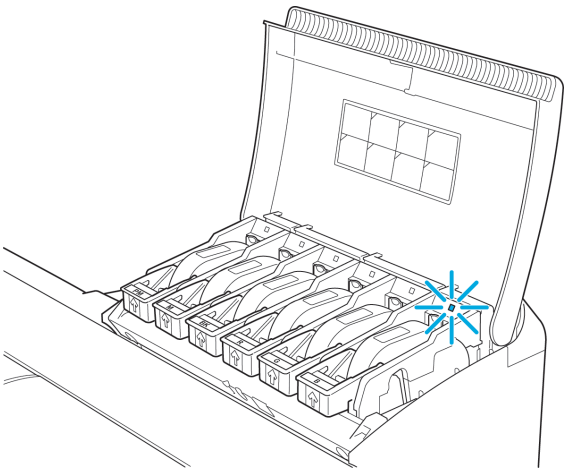
Important

- Ink tanks cannot be loaded in the holder if the color or orientation is incorrect.
  If the Ink Tank does not fit in the holder, do not force it into the holder. Make sure the color of the Ink Tank Lock Lever matches the color of the Ink Tank, and check the orientation of the Ink Tank before reloading it.

4 Lift the Ink Tank Lock Lever until it stops, and then push it down until it clicks into place.

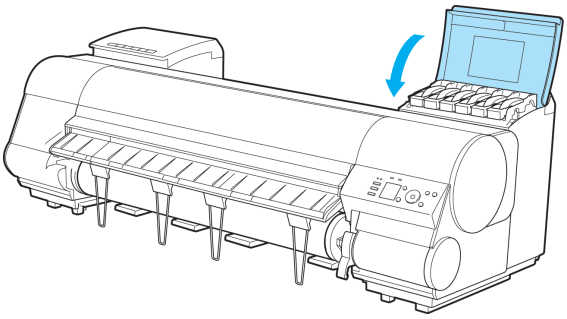


5 Make sure the Ink Lamp is lit in red.

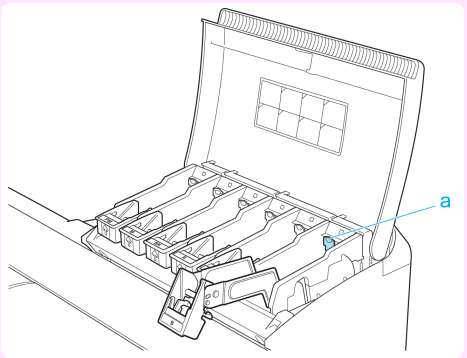


Note
- If the Ink Lamp is not lit in red, reload the tank.

6 Close the Ink Tank Cover.



Important
- After Ink Tank replacement, always close the Ink Tank Cover. If the Ink Tank Cover cannot close, some Ink Tank Lock Lever may not be closed completely. Make sure all ink tank lock levers are fully closed.
- To close the Ink Tank Cover when no Ink Tank is installed (as when moving the printer), push the release lever (a) as shown while returning the Ink Tank Lock Lever to the original position.

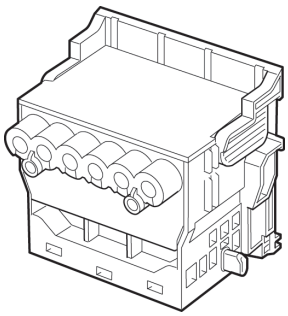


Printheads

Printhead 34
Replacing the Printhead 34

Printhead

When purchasing, check the Model number.

Shape	Model number
	PF-05

Note

- For instructions on replacing the Printhead, see "Replacing the Printhead." →P.34

Replacing the Printhead

When to replace the Printhead

This printer is equipped with two printheads.
Replace one or both printheads in the following situations.

- If the printing quality does not improve even after one or two cycles of **Head Cleaning B** from the printer menu
  Replace any printheads with poor printing performance.
- If the Display Screen indicates "**Open top cover and replace the left printhead.**"
  Replace the Printhead on the left side.
- If the Display Screen indicates "**Open top cover and replace the right printhead.**"
  Replace the Printhead on the right side.
- If the Display Screen indicates "**Open top cover and replace the printhead.**"
  Replace both printheads.
- If your Canon dealer has advised Printhead replacement
  Replace the Printhead as directed.

Compatible printheads

For information on compatible printheads, see "Printhead." →P.34

Precautions when handling the Printhead

Take the following precautions when handling the Printhead.

Caution

- For safety, keep the Printhead out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.
- Do not touch the Printhead immediately after printing. The Printhead becomes extremely hot, and there is a risk of burns.

Important
- There may be ink around the nozzles of the Printhead you remove. Handle the Printhead carefully during replacement. The ink may stain clothing.
- Do not open the Printhead pouch until immediately before installation. After removing the Printhead from the pouch, install it right away. If the Printhead is left after the pouch is opened, the nozzles may dry out, which may affect printing quality.

Access the menu for Printhead replacement

Caution
- When replacing the Printhead immediately after printing, wait a few minutes before replacing it. The metal parts of the Printhead become hot during printing, and there is a risk of burns from touching these parts.

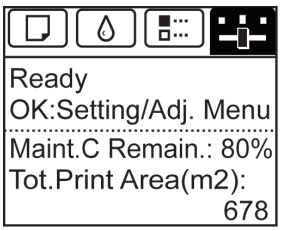
Important
- Your hands may become dirty during Printhead replacement. Use the gloves provided with the new Printhead for replacement.

Note
- Prepare a new Ink Tank when ink levels are low.
- When the remaining capacity of Maintenance cartridge is low, prepare a new Maintenance cartridge.

1 Remove any paper that has been advanced by selecting **Eject Paper** in the Control Panel menu.
- When using a roll, rewind it.
(See "Removing the Roll from the Printer.") →P.15
- When using sheets, remove the sheet.
(See "Removing Sheets.") →P.21

2 Clean inside the Top Cover. (See "Cleaning Inside the Top Cover.") →P.53

3 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ( ).



Note
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

4 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

5 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.

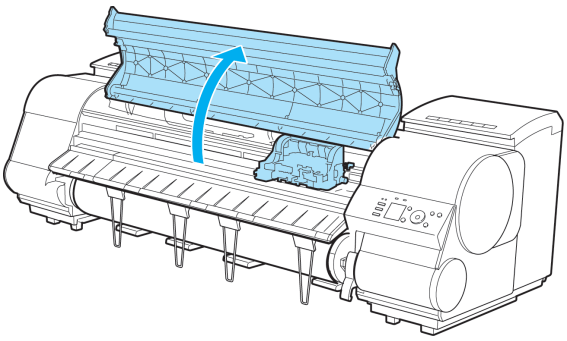
6 Press ▲ or ▼ to select **Replace P.head**, and then press the **OK** button.

7 Press ▲ or ▼ to select the Printhead for replacement.
Select **Printhead L** when replacing the left printhead, **Printhead R** when replacing the right printhead, and **L & R Printheads** when replacing both. Make sure your selection is correct.

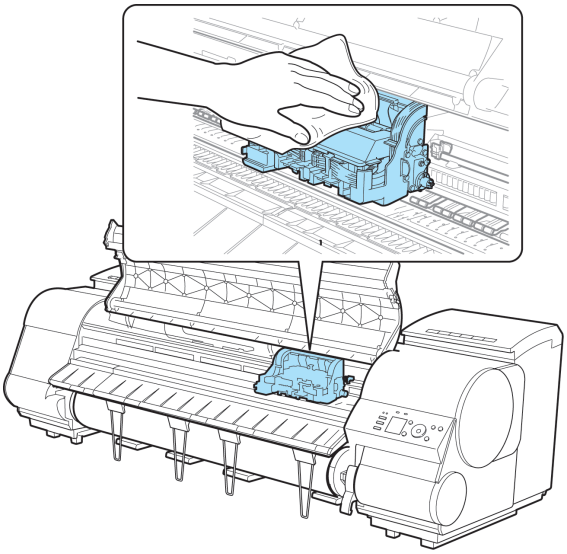
8 Press the **OK** button.
Ink begins being drawn in. When it finishes, instructions are displayed on the Display Screen.
It takes about three minutes for ink to be drawn into the system.

Replace the Printhead

1 Open the Top Cover.

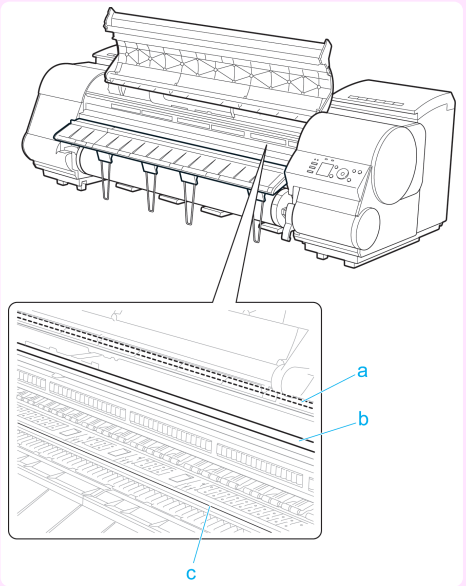


2 If the Carriage Cover is dirty, use a damp cloth that you have wrung out completely to wipe it clean.



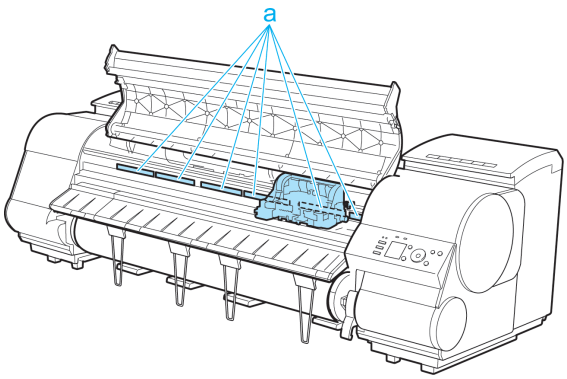
Important

- Do not touch the Linear Scale (a), Carriage Shaft (b), or Fixed Blade (c). This may stain your hands and damage the printer.

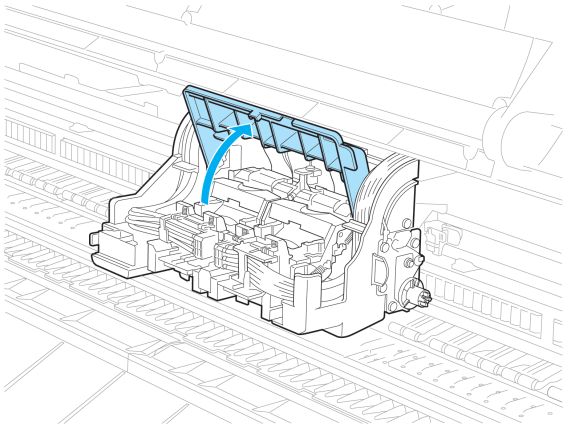


- Never touch the metal contacts of the Carriage. This may damage the printer.

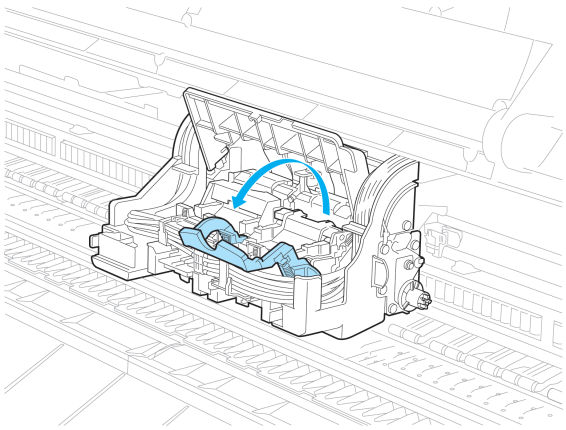
3 If the ventilation duct (a) is dirty, use a damp cloth that you have wrung out completely to wipe it clean.
If the Carriage is obscuring the ventilation duct, move the Carriage manually before cleaning the duct.



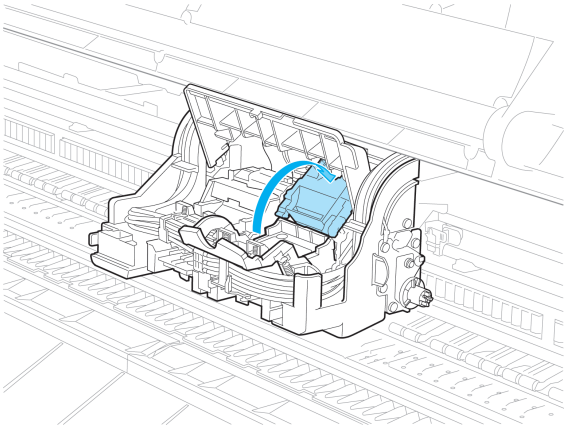
4 Pull up the Carriage Cover to open it completely.



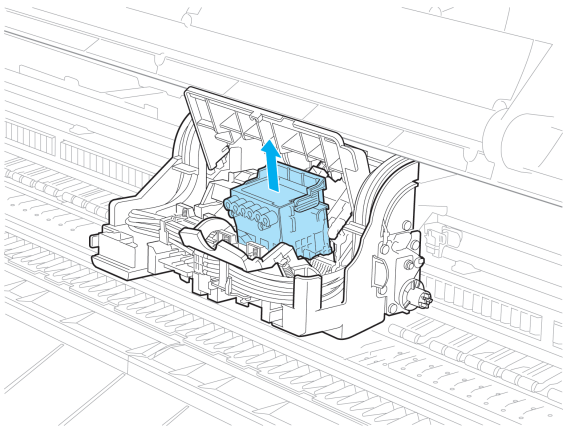
5 Pull the Printhead Fixer Lever forward all the way to open it completely.



6 Pull up the Printhead Fixer Cover to open it completely.



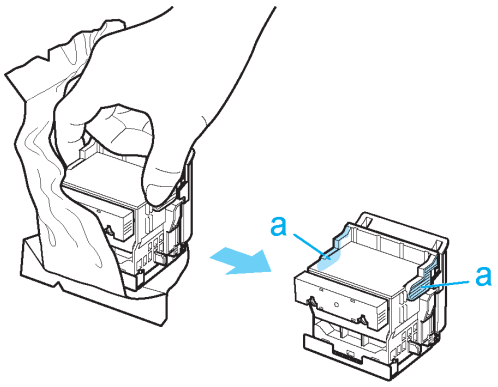
7 Remove the Printhead and press the **OK** button.



Note

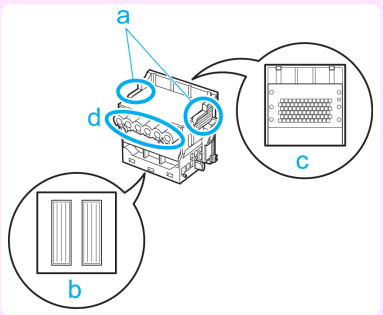
- Dispose of the used Printhead in accordance with local regulations.

8 Holding the new Printhead by the grips (a), remove it from the pouch.

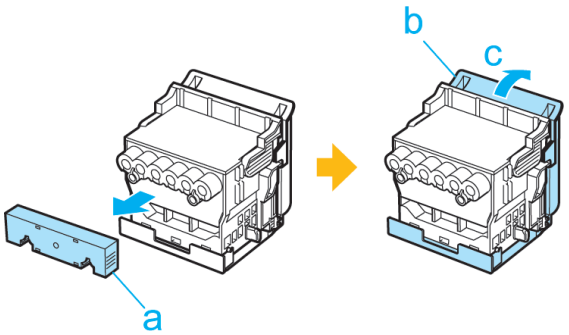


Important

- When handling the Printhead, always hold it by the grips (a). Never touch the nozzles (b) or metal contacts (c). This may damage the Printhead and affect printing quality.
- Never touch the ink supply section (d). This may cause printing problems.



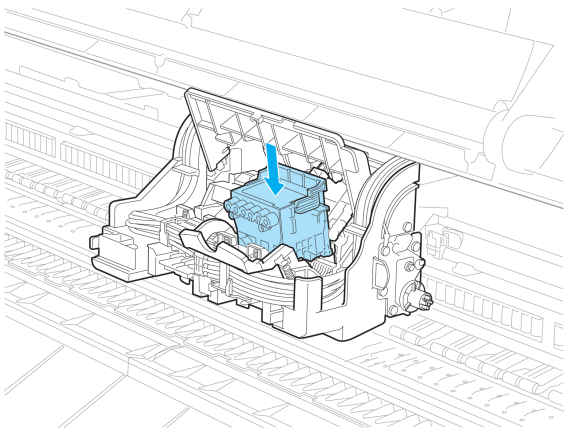
9 While firmly holding the Printhead you have removed, use your other hand to remove the orange Protective Part (a). Squeeze the grips (c) of Protective Part (b) and pull it down to remove it.



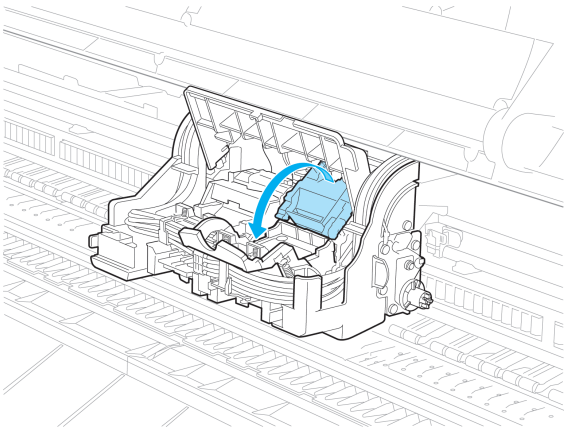
Important

- The inside surface of the Protective Part (a) and Protective Part (b) is coated with ink to protect the nozzles. Be careful not to touch these surfaces when removing the caps.
- The Printhead contains ink to protect the nozzles. We recommend removing Protective Part (b) as you hold it over the Printhead package or safely out of the way to avoid spilling ink and staining your clothes or the surrounding area. If ink accidentally spills, wipe off the ink with a dry cloth.
- If you need to put a Printhead somewhere temporarily before installation, do not keep the nozzles and metal contacts facing down. If the nozzles or metal contacts are damaged, it may affect the printing quality.
- Do not reattach the Protective Part or protective material. Dispose of these materials in accordance with local regulations.

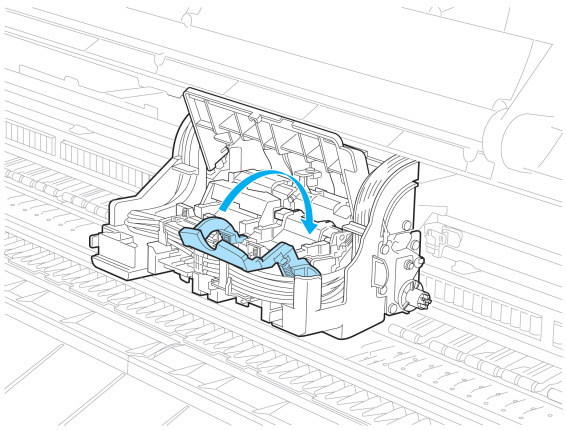
10 With the nozzles facing down and the metal contacts toward the back, tilt the Printhead slightly forward and insert it into the Carriage. Carefully push the printhead firmly into the Carriage, ensuring that the nozzles and metal contacts do not touch the carriage.



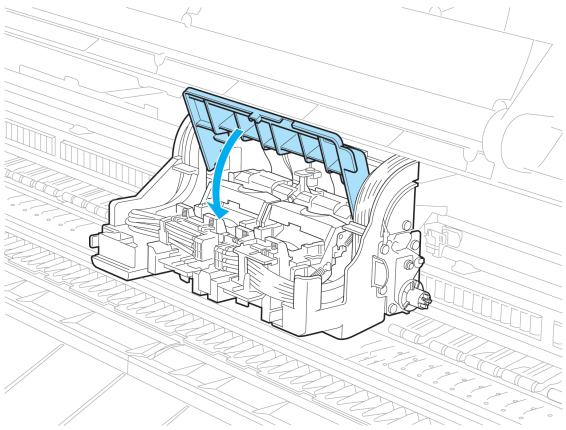
11 Pull the Printhead Fixer Cover down toward the front to lock the Printhead in place.



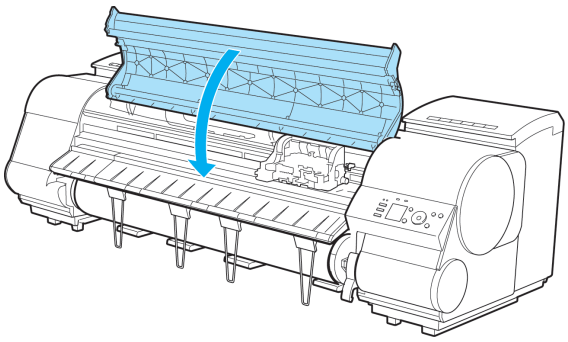
12 Push the Printhead Fixer Lever toward the back of the printer until it clicks.



13 Push the Carriage Cover down toward the front.



14 Close the Top Cover.
Ink now fills the system. It takes about 13 minutes for ink to fill the system.



Important

- While ink is being filled, definitely do not remove the Ink Tank or Maintenance Cartridge. Ink may leak out.

Note

- The procedure is now finished if you have set **Rep.P.head Print** to **Off** in the Control Panel menu.
  In this case, execute **Initial adjustmt** in **Head Posi. Adj.** in the Control Panel menu.
  (See "Adjustment When Installing the Printhead.") →User's Guide

15 Feed paper by following the instructions on the Display Screen.
After the paper has advanced, **Initial adjustmt** in **Head Posi. Adj.** is executed automatically.

Note

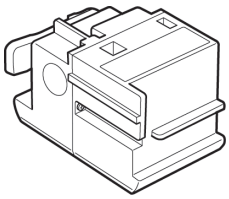
- When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead.
  (See "Enhancing Printing Quality.") →User's Guide

Cutter Unit

Cutter Unit 42
Replacing the Cutter Unit 42

Cutter Unit

When purchasing, check the Model number.

Shape	Model number
	CT-06

Note
- For instructions on Cutter Unit replacement, see "Replacing the Cutter Unit." →P.42

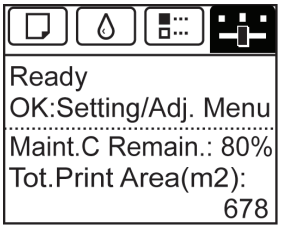
Replacing the Cutter Unit

Compatible Cutter Units

For information on compatible cutter units, see "Cutter Unit." →P.42

Access the menu for cutter unit replacement

1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ( ).



Note
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

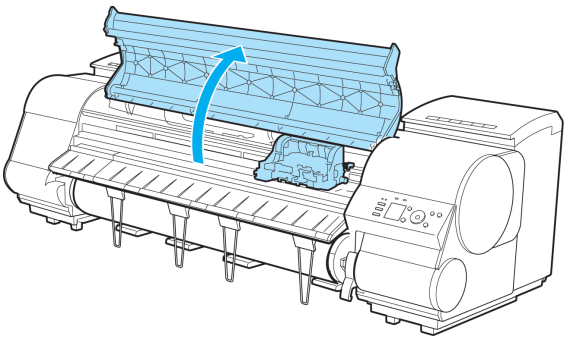
3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.

4 Press ▲ or ▼ to select **Change Cutter**, and then press the **OK** button.
The Carriage moves. When it finishes moving, instructions are displayed on the Display Screen.

Note
- If you do not respond within two minutes, cutter cleaner replacement is canceled. In this case, repeat the procedure.

Replacing the Cutter Unit

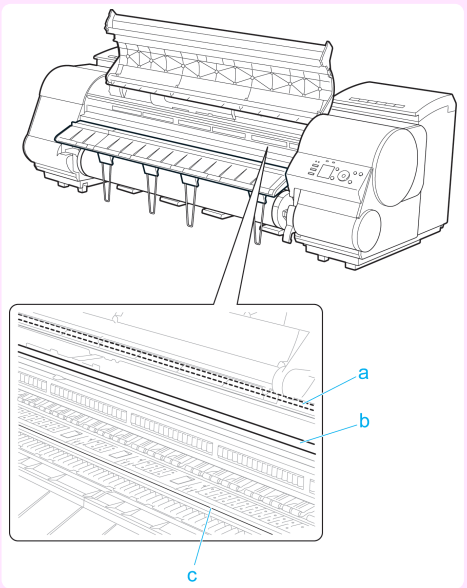
1 Open the Top Cover.



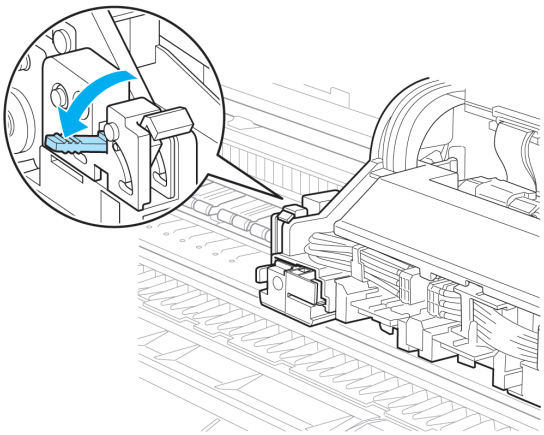
2 If the Cutter Unit or Carriage Cover is dirty, use a damp cloth that you have wrung out completely to wipe it clean.

Important

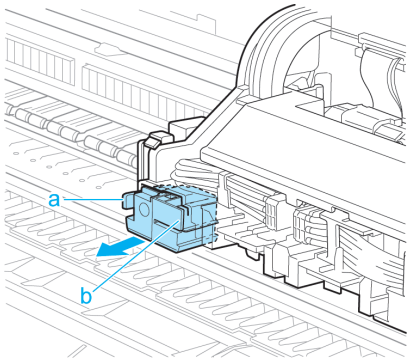
- Do not touch the Linear Scale (a), Carriage Shaft (b), or Fixed Blade (c). This may stain your hands and damage the printer.



3 Push the Cutter Unit Detachment Lever to the left to unlock it.



4 Holding the Cutter Unit by the Lock Lever (a) and grip (b), remove it from the Carriage.



Caution

- Never touch any part of the Cutter Unit except the Lock Lever (a) and grip (b). This may stain your hands or cause injury. Additionally, this may damage the printer.
- Do not disassemble the Cutter Unit. Touching the blade may cause injury.

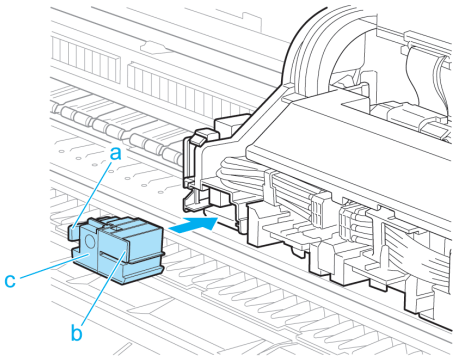
Note

- Dispose of the used Cutter Unit in accordance with local regulations.

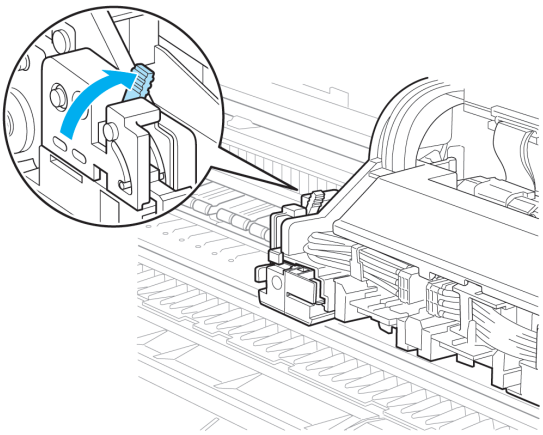
5 Holding the new Cutter Unit by the Lock Lever (a) and grip (b), insert it on the Carriage until it clicks into place (c).

Important

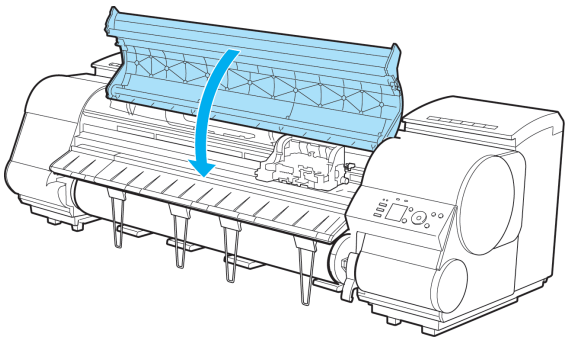
- After installing the Cutter Unit, hold it only by the grip (b) and pull the Cutter Unit forward to make sure it does not come off. It may damage the printer if the Cutter Unit comes off.



6 Lift the Cutter Unit Detachment Lever to lock it.



7 Close the Top Cover.



8 A confirmation message is displayed about the Cutter Unit lock.
Press ▲ or ▼ to select "**Yes**", and then press the **OK** button.

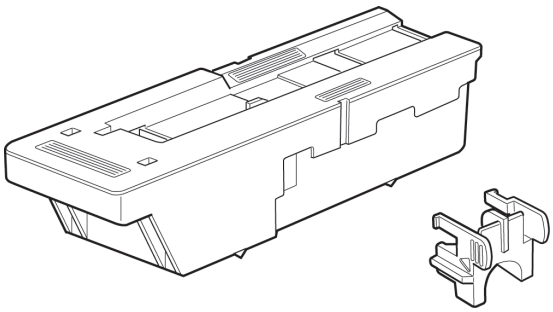
9 The Carriage is moved, and a confirmation message is displayed about resetting the cut count.
To reset the cut counter, press ▲ or ▼ to select **Yes**, and then press the **OK** button.

Maintenance Cartridge

Maintenance Cartridge 46
Replacing the Maintenance Cartridge 46

Maintenance Cartridge

When purchasing, check the Model number.
This Maintenance Cartridge comes with a Shaft Cleaner.

Shape	Model number
	MC-08

Note
- For instructions on replacing the Maintenance Cartridge and Shaft Cleaner, see "Replacing the Maintenance Cartridge." →P.46

Replacing the Maintenance Cartridge

Compatible maintenance cartridges

For information on compatible maintenance cartridges, see "Maintenance Cartridge." →P.46

Precautions when handling the Maintenance Cartridge

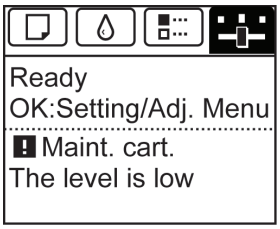
Take the following precautions when handling the Maintenance Cartridge.

Caution
- For safety, keep the Maintenance Cartridge out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.

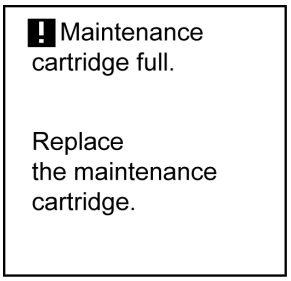
Important
- Do not remove the Maintenance Cartridge except to replace it. Ink may leak out.
- To prevent ink from leaking from a used Maintenance Cartridge, avoid dropping the cartridge or storing it at an angle. Otherwise, ink may leak and cause stains.
- Ink adheres to the top of the Maintenance Cartridge after it has been used. Handle the Maintenance Cartridge carefully during replacement. The ink may stain clothing.

Confirm the message

When the Maintenance Cartridge is almost empty, a message is shown on the Display Screen. According to the message, replace the Maintenance Cartridge or prepare a new Maintenance Cartridge. (See "When to Replace the Maintenance Cartridge.") →User's Guide



If a message is displayed requesting Maintenance Cartridge replacement, you can skip the step **Access the menu for Maintenance Cartridge replacement.** Follow the instructions in **Replace the Maintenance Cartridge.**

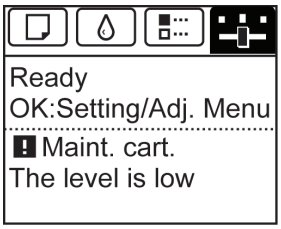


Important

- Do not replace the Maintenance Cartridge during initialization immediately after turning on the printer, during Printhead cleaning, or when ink is being absorbed. Ink may leak out.

Access the menu for Maintenance Cartridge replacement

1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ( ).



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

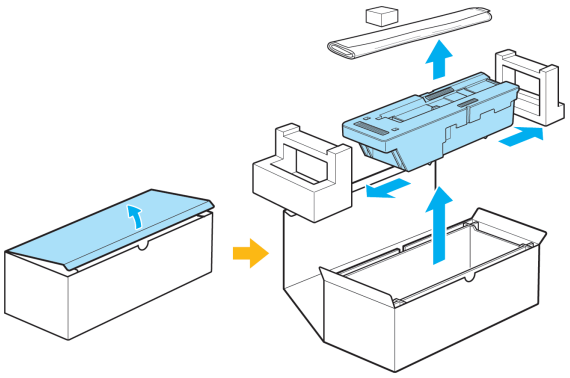
2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.

4 Press ▲ or ▼ to select **Repl. maint cart**, and then press the **OK** button.
Instructions are displayed on the Display Screen.

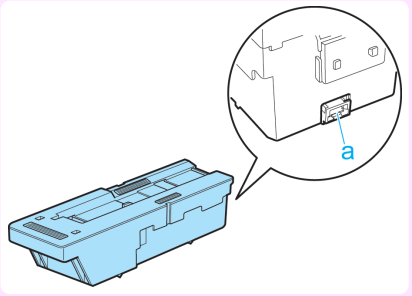
Replace the Maintenance Cartridge

1 Open the box, remove the plastic bag, packaging material, and Shaft Cleaner, and then take out the Maintenance Cartridge.

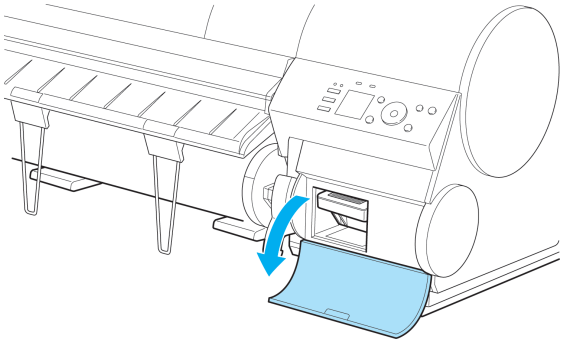


Important

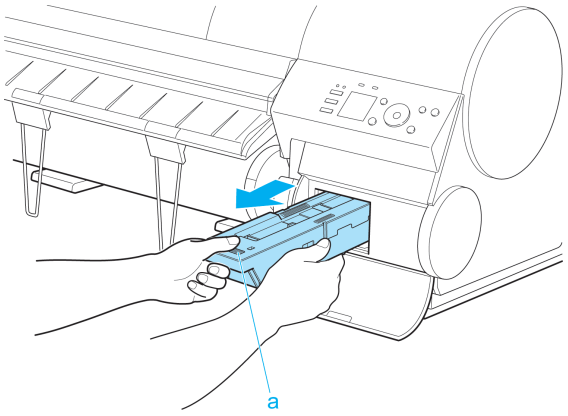
- Never touch the metal contacts (a). This may damage the Maintenance Cartridge.



2 At this point, open the Maintenance Cartridge Cover.



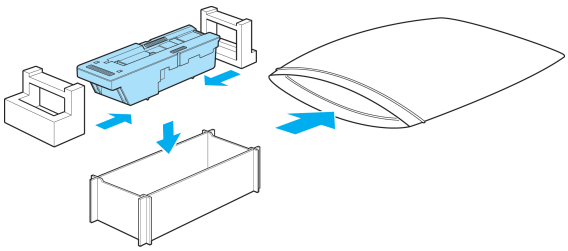
3 Hold the used Maintenance Cartridge by the grip (a) with one hand and put your other hand under the Maintenance Cartridge to hold it firmly on the bottom, keeping it level as you pull it out.



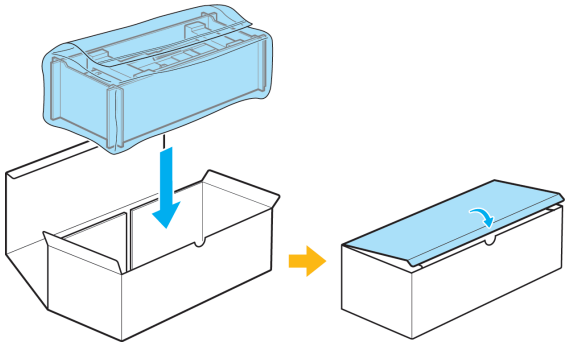
Important

- Used maintenance cartridges are heavy. Always grasp the cartridge firmly and keep the cartridge level during removal and storage. If you drop a used Maintenance Cartridge or store it at an angle, ink may leak and cause stains.
- The remaining Maintenance Cartridge capacity is recorded on each printer. Do not install a used Maintenance Cartridge in another printer.

4 Attach the packaging material to the used Maintenance Cartridge and put it in the box. Keep it level as you put it in the plastic bag. Expel excess air from the plastic bag and seal the zipper.



5 Confirm the Maintenance Cartridge is right-side up, put it in the box, and store it so that it stays level.



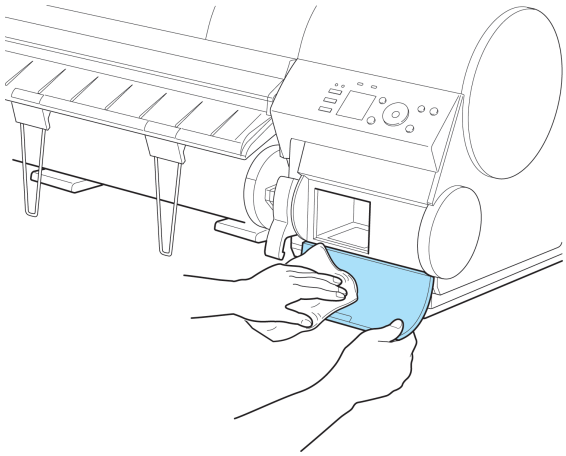
Important

- Always put the used Maintenance Cartridge back in the box and store the box on a flat surface. Otherwise, ink may leak and cause stains.

Note

- In accordance with active and ongoing environmental programs, Canon supports recycling of used maintenance cartridges. Follow the instructions provided with the new Maintenance Cartridge that describe how to process the used Maintenance Cartridge.

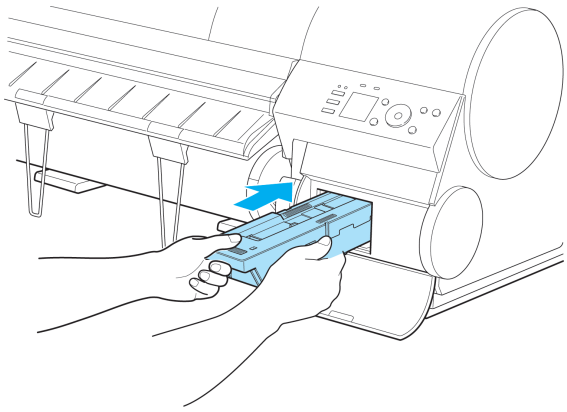
6 Wipe away any soiling on the Maintenance Cartridge Cover.



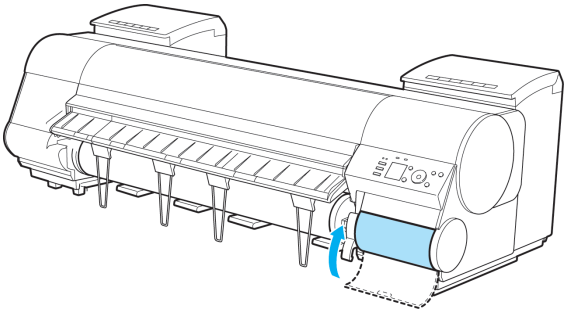
Important

- Support the Maintenance Cartridge Cover from underneath as you wipe it.

7 Keeping the new Maintenance Cartridge level, insert it all the way in.



8 Close the Maintenance Cartridge Cover.



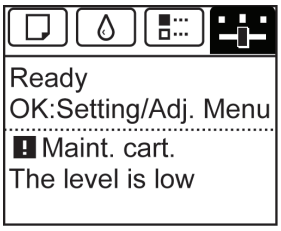
9 Press the **OK** button.
The printer now initializes the Maintenance Cartridge.
Next, replace the Shaft Cleaner.



Replacing the Shaft Cleaner

Replace the Shaft Cleaner when you replace the Maintenance Cartridge. New Shaft Cleaner is included with replacement Maintenance Cartridge.
After you execute **Repl. maint cart** and replace the Maintenance Cartridge, a message will appear on the Display Screen requesting you to replace the Shaft Cleaner. Select **Yes** and press the **OK** button. When a message requests you to open the Top Cover, go to step 5.

1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ( ).



Note

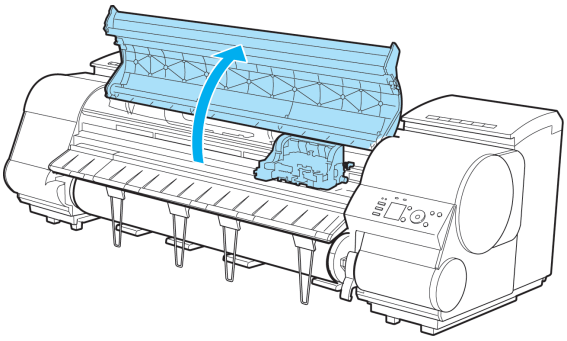
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.

4 Press ▲ or ▼ to select **Repl. S. Cleaner**, and then press the **OK** button.
The Carriage moves. When it finishes moving, instructions are displayed on the Display Screen.

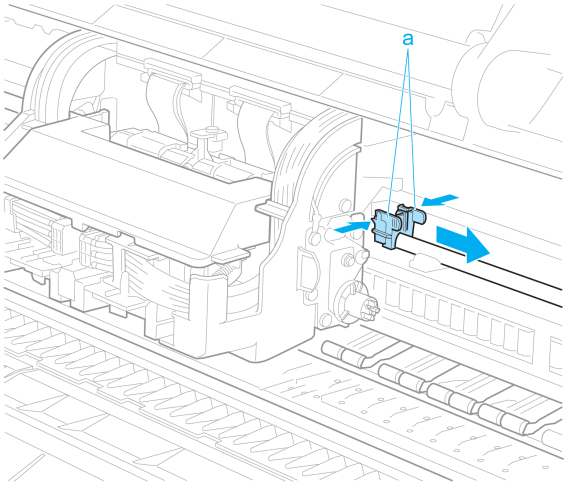
5 Open the Top Cover.



Note

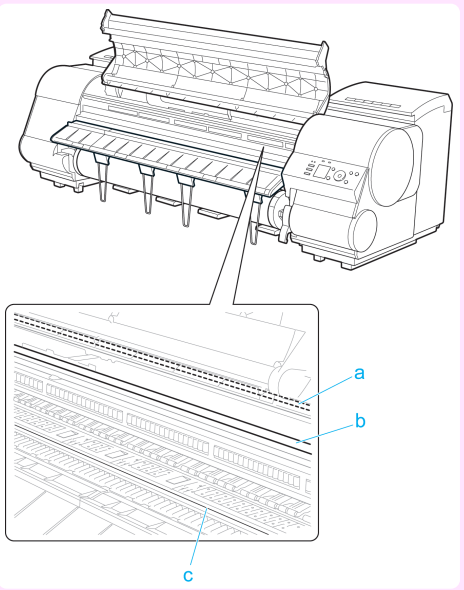
- If you do not respond within two minutes, shaft cleaner replacement is canceled. In this case, repeat the procedure.

6 Hold the Shaft Cleaner on the right side of the Carriage by the grips (a) and pull it to the right to remove it.

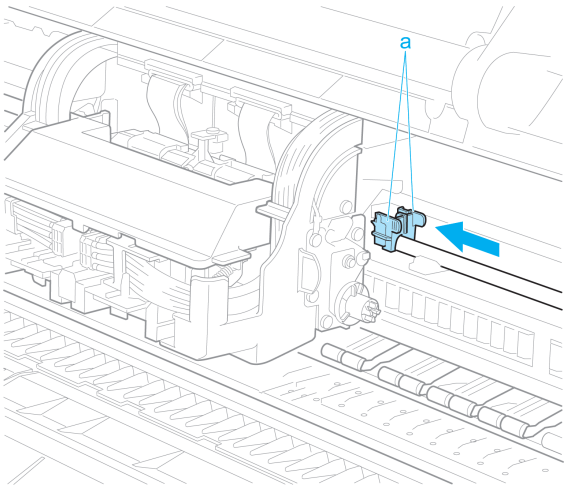


Important

- Do not touch the Linear Scale (a), Carriage Shaft (b), or Fixed Blade (c). This may stain your hands and damage the printer.



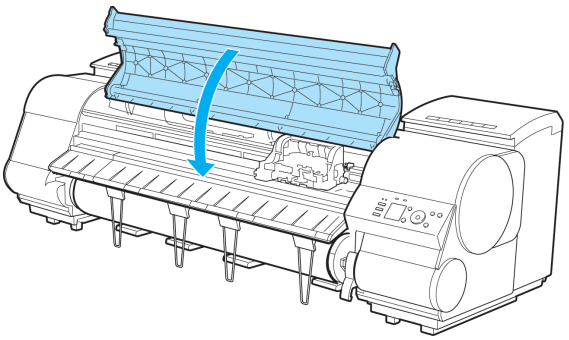
7 Holding the new Shaft Cleaner by the grips (a), attach it to the Carriage.



Note

- Be sure to put the used Shaft Cleaner in the small box before putting it in the larger box with the used Maintenance Cartridge for disposal.

8 Close the Top Cover.
The Carriage moves back into position.



Cleaning the Printer

Cleaning Inside the Top Cover 53
Cleaning the Printhead 55

Cleaning Inside the Top Cover

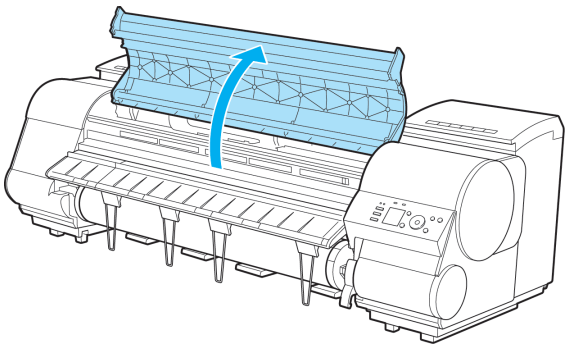
Clean inside the Top Cover to maintain better printing quality and help prevent problems.
Also clean inside the Top Cover in the following situations to ensure optimal operation.

- If the printed surface or the underside of paper is dirty after printing
- After you have used up a roll
- After borderless printing
- After printing on small paper
- After printing on paper that generates a lot of cutting debris
- If you have replaced the roll
- After printing on paper that generates a lot of paper dust
- If the message "**Blue platen switch is dirty.**" is displayed

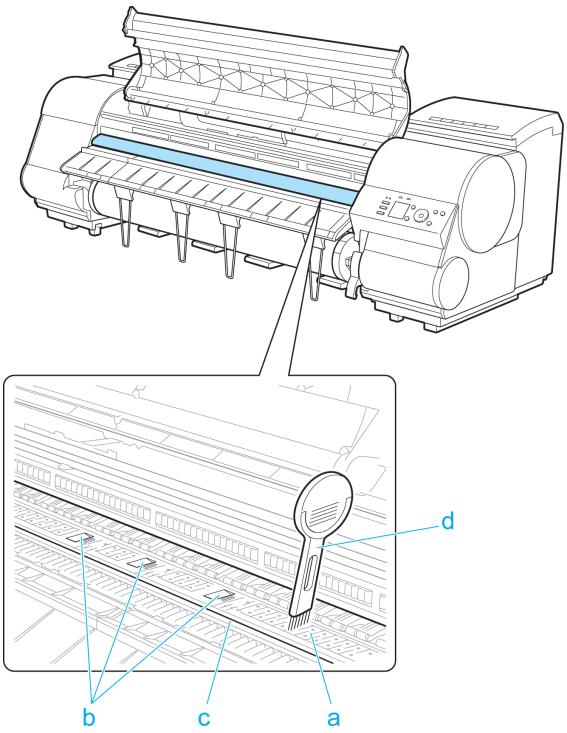
Important

- If the Platen inside the Top Cover becomes dirty, it may soil the underside of paper. We recommend cleaning the Platen after borderless printing or printing on small paper.
- If the Ejection Guide is dirty, it may soil the edge of the paper when the paper is cut. We recommend cleaning the Ejection Guide even if it does not appear dirty, because it may actually be covered with paper dust.

1 Open the Top Cover.



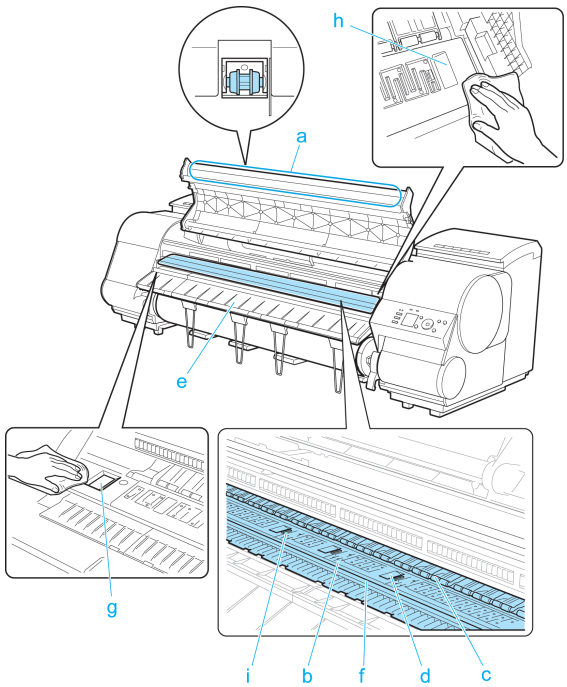
2 If paper dust has accumulated in the Vacuum holes (a) on the Platen, in the Borderless Printing Ink Grooves (b), or on the cutter guide (c), use the Cleaning Brush (d, provided with the printer) to wipe it away.



Note

- If the Cleaning Brush is dirty, rinse it in water.

3 Using a damp cloth that you have wrung out completely, wipe inside the Top Cover to clean it. Wipe away any ink residue and paper dust (debris from cutting) on the Top Cover Roller (a), all over the Platen (b), on the Paper Retainer (c), the Borderless Printing Ink Grooves (d), the Ejection Guide (e), the cutter guide (f), around the ink suction holes at left (g), around the Borderless Printing Ink Grooves at right (h), on the blue Switch (i), and so on.

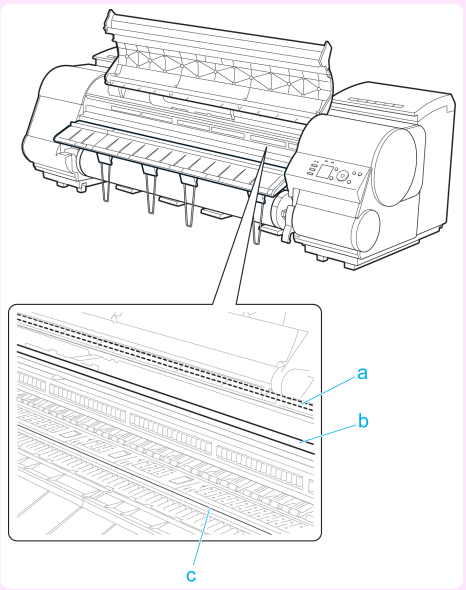


Warning

- Never use flammable solvents such as alcohol, benzene, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.

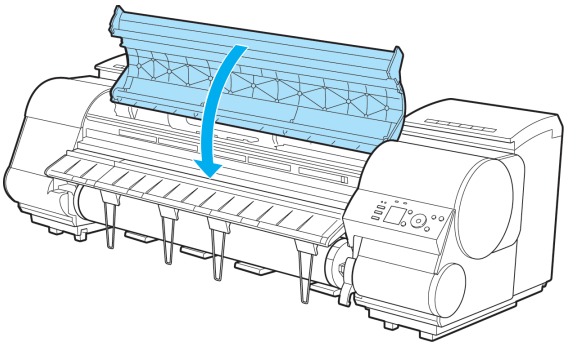
Important

- Do not touch the Linear Scale (a), Carriage Shaft (b), or Fixed Blade (c). This may stain your hands and damage the printer.



- Do not use a dry cloth to wipe inside the Top Cover. This may create a static charge, which may attract dust and affect the printing quality.
- Do not touch the clear sheet on the side of the Top Cover Roller. This may damage the roller.

4 Close the Top Cover.



Cleaning the Printhead

If printing is faint, cleaning the Printhead may improve results.
Choose one of two Printhead cleaning modes (**Head Cleaning A** or **Head Cleaning B**), depending on the problem to resolve.

- **Head Cleaning A**
  Use this mode if printing is faint or contains foreign substances. This method of cleaning consumes the least amount of ink.
  It takes about four minutes to complete.
- **Head Cleaning B**
  Use this mode if no ink is ejected at all, or if **Head Cleaning A** does not solve the problem.
  It takes about five minutes to complete.

Important

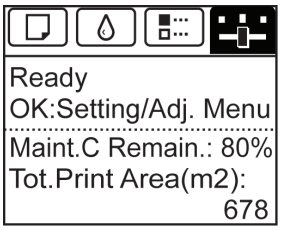
- Do not remove the Maintenance Cartridge or ink tanks during either **Head Cleaning A** or **Head Cleaning B**. Ink may leak or an error may occur.
- If printing does not improve even if you execute **Head Cleaning B**, try repeating **Head Cleaning B** once or twice. If this still does not improve printing, the Printhead may have reached the end of its useful life. Contact your Canon dealer for assistance.

Note

- Nozzles are periodically checked to ensure they are clear. Configure the settings on the Control Panel menu in **Nozzle Check**. (See "Menu Settings.") →User's Guide

Perform cleaning as follows.

1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ( ).



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.

4 Press ▲ or ▼ to select **Head Cleaning**, and then press the **OK** button.

5 Press ▲ or ▼ to select **Head Cleaning A** or **Head Cleaning B**, and then press the **OK** button.
Head cleaning is now executed.

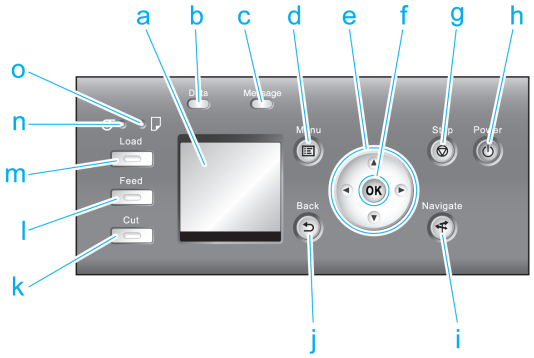
6 Print a test pattern to check the nozzles, and determine whether cleaning has cleared the nozzles. (See "Checking for Nozzle Clogging.") →User's Guide

Printer Parts

Operations and Display Screen

Control Panel 57
Menu Operations 58
Menu Structure 62

Control Panel



a Display Screen

Shows printer menus, as well as the printer status and messages.

b **Data Lamp** (green)

- Flashing

  During printing, the Data lamp flashes when the printer is receiving or processing print jobs. Otherwise, this lamp flashes when the print job is paused or the printer is updating the firmware.

- Off

  There are no active print jobs when the Data lamp is off.

c **Message Lamp** (orange)

- On

  A warning message is displayed.

- Flashing

  An error message is displayed.

- Off

  The printer is off or is operating normally.

d **Menu** button

Displays the **Tab Selection screen**. (See "Menu Settings.") →User's Guide

e Arrow buttons

- ◀ button

  Press this button on the **Tab Selection screen** to move to another tab.

  In menu items requiring numerical input, press this button to move to another digit.

- ▲ button

  Press this button when viewing menus to display the next menu item or setting value.

- ▶ button

  Press this button on the **Tab Selection screen** to move to another tab.

  In menu items requiring numerical input, press this button to move to another digit.

- ▼ button

  Press this button when viewing menus to display the next menu item or setting value.

f OK button

Press this button on the **Tab Selection screen** to display the menu of the tab shown.

Pressing this button in menu items of each tab for which ✚ is displayed at left will move to the lower level of the menu item, enabling you to execute menu commands or set menu values.

Also press this button if the Display Screen indicates to press the **OK** button.

g Stop button

Cancels print jobs in progress and ends the ink drying period.

h Power button (green)

Turns the printer on and off. (See "Turning the Printer On and Off.") →User's Guide

The **Power** button is lit when the printer is on or in Sleep mode.

i Navigate button

Enables you to check instructions for loading and removing paper or replacing ink tanks or printheads, as well as other operations. (See "How to View Instructions With Navigate.") →User's Guide

j Back button

Displays the screen before the current screen.

k Cut button

Pressing this button when rolls are loaded cuts the paper, if you have specified **Automatic** or **Eject** in **Cutting Mode** in the Control Panel menu. (See "Specifying the Cutting Method for Rolls.") →User's Guide

l Feed button

Pressing this button when rolls are loaded enables you to reposition the paper. (See "Feeding Roll Paper Manually.") →User's Guide

m Load button

Press this button when loading or replacing paper.

(See "Loading Rolls in the Printer.") →P.11

(See "Loading Sheets in the Printer.") →P.18

n Roll Media lamp (green)

Lit when rolls are selected as the paper source.

o Cut Sheet lamp (green)

Lit when sheets are selected as the paper source.

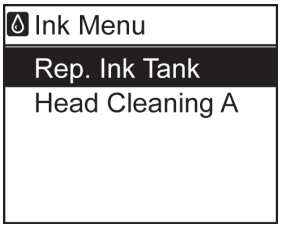
Note

- To recover from Sleep mode, any button can be pressed on the Control Panel.

Menu Operations

To view available menus organized on tabs, select a tab on the **Tab Selection screen** and press the **OK** button. For details, see "Menu Settings." →User's Guide

- Menus (when the Ink tab is selected and the **OK** button is pressed)



Note

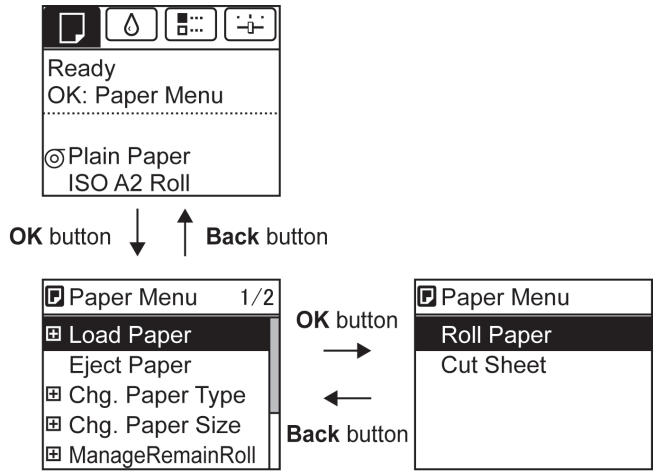
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

Simply press buttons on the Control Panel to access menus on various tabs from the **Tab Selection screen** and set or execute **Menu** items.
The following section describes menu operations.

- Accessing menus →P.59
- Specifying menu items →P.60
- Specifying numerical values →P.60
- Executing menu commands →P.61

Accessing menus

Printer menus are grouped by function.
Menus are displayed with the upper line selected. You can use the buttons on the Control Panel to access each menu.



- Press **Back** to access a higher menu in the menu list, and press **OK** to access a lower one. If not all menu items are displayed, hold down ▲ or ▼ to scroll through higher and lower menu items. Items you select are highlighted.



The scroll bar at right indicates the current position in the overall menu.

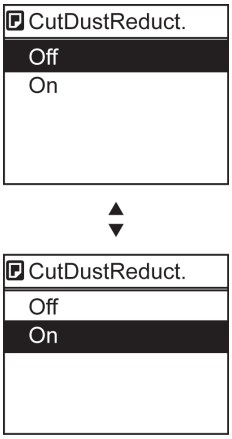
- Lower menus are available if ⊞ is displayed at left next to the second and subsequent rows. To access the lower menus, select the menu and press the **OK** button.



Specifying menu items

Menu items can be set as follows.

1 Press ▲ or ▼ to select the desired setting, and then press the **OK** button.
After two seconds, the display reverts to the upper level menu.

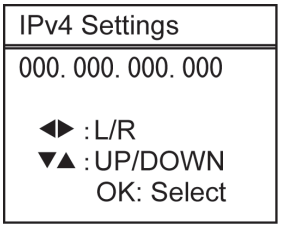


Note
- If a confirmation message is displayed regarding the setting you entered, press the **OK** button. The setting is applied, and the printer is now in **Standby**.

Specifying numerical values

Follow these steps to enter numbers. In this example, network settings items are entered.

1 Press the ◀ or ▶ button to move to the next field for input.



2 Press the ▲ or ▼ button to enter the value.

Note
- Hold down ▲ or ▼ to increase or decrease the value continuously.

3 Repeat steps 1 and 2 to complete the settings, and then press the **OK** button.

Note

- If a confirmation message is displayed regarding the setting you entered, press the **OK** button. The setting is applied, and the printer is now in **Standby**.

Executing menu commands

Menu commands can be executed as follows.

1 Press ▲ or ▼ to select the action to execute, and then press the **OK** button.
The menu command is now executed.

Menu Structure

The menu structure is shown categorized by tab. The * on the right side of an item indicates the default value. The printer menu is classified into regular menu items available when no print job is in progress and menu during printing items only available while printing is in progress. see "Printer Menu Operations." →User's Guide

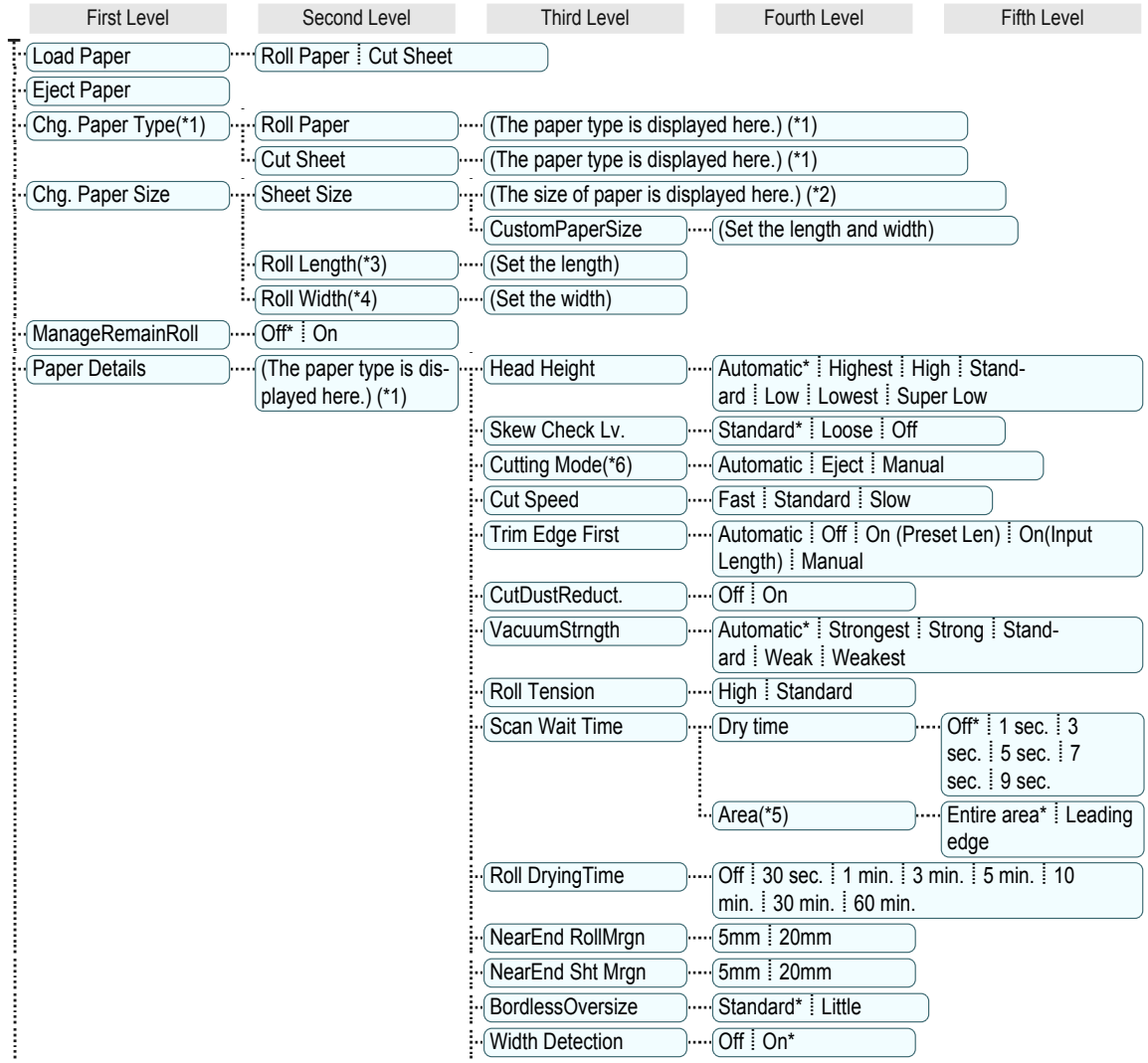
Regular menu	Menu during printing
Paper Menu	Not displayed
Ink Menu	The same Ink Menu as normal is displayed.
Job Menu	The same Job Menu as normal is displayed.
Set./Adj. Menu	A limited Set./Adj. Menu containing the following items is displayed. • **Adj. Fine Feed**(*1) • **Printer Info**

*1: Only displayed in the menu during printing. Not displayed in the regular menu.

For instructions on menu operations, see "Menu Operations." →P.58
For details on menu items, see "Menu Settings." →User's Guide

Paper Menu

The **Paper Menu** is not displayed during printing.



First Level	Second Level	Third Level	Fourth Level	Fifth Level
		Return Defaults		
Paper Details				
Keep Paper Type	Off* ⁞ On			

*1: For information on the types of paper the printer supports, refer to the Paper Reference Guide. (See Paper Reference Guide .) Types of paper in the printer driver and related software (as well as on the Control Panel) are updated when you install the printer driver from the User Software CD-ROM or if you update paper information with the Media Configuration Tool. (See "Updating paper information.") →User's Guide

*2: For information on the sizes of paper the printer supports, see "Paper Sizes." →User's Guide

*3: Available only if **ManageRemainRoll** is **On**.

*4: Available only if **Width Detection** is **Off**.

*5: **Leading edge** is not available as a setting option in the **Paper Detailed Settings** dialog box of the printer driver.

*6: see "Specifying the Cutting Method for Rolls." →User's Guide

Ink Menu

First Level
Rep. Ink Tank
Head Cleaning A

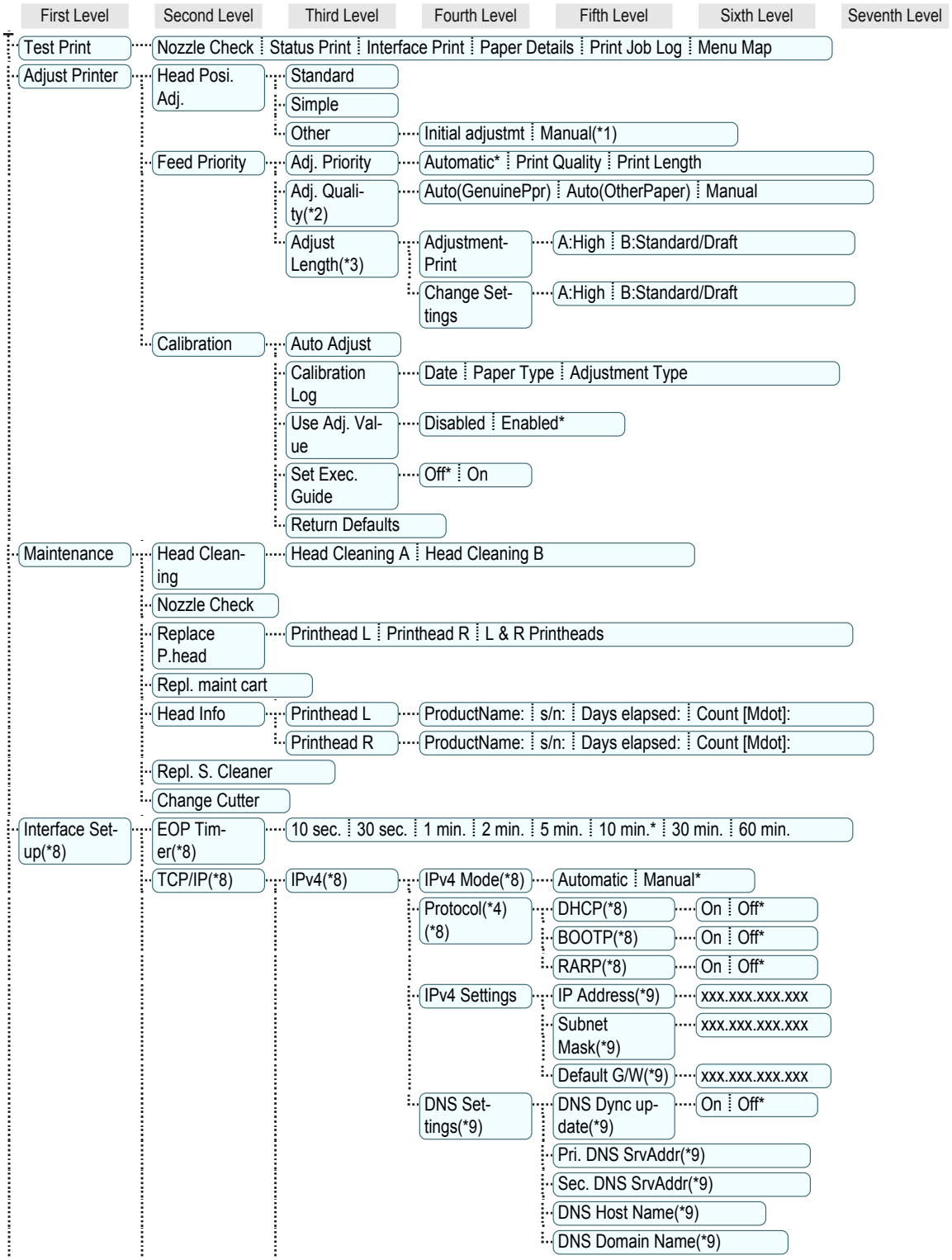
Job Menu

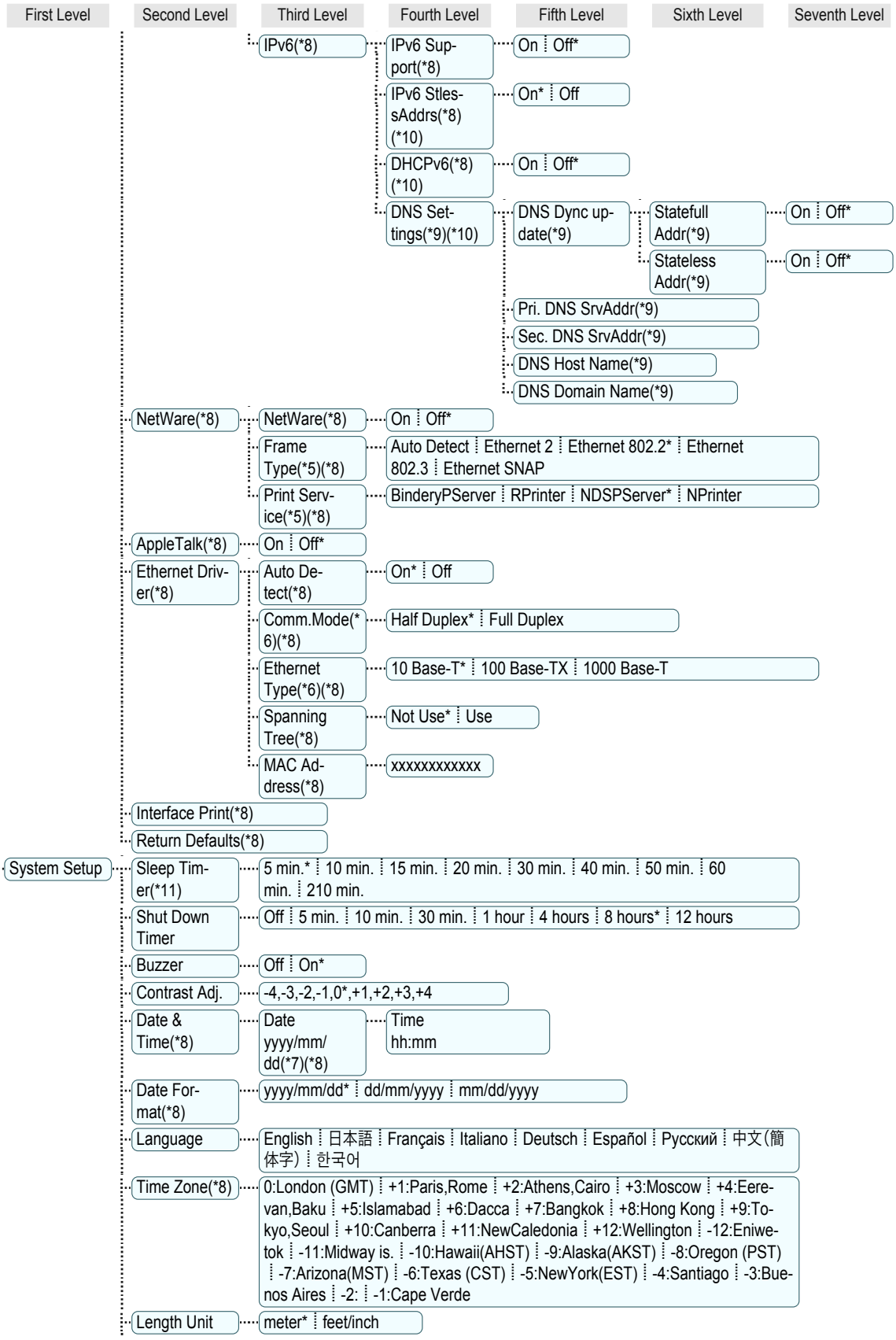
First Level	Second Level	Third Level	Fourth Level	Fifth Level
Print Job	Job List	(Choose a print job.)	Delete ⁞ Preempt Jobs(*1)	
Stored Job	Mailbox List	(Enter a password if one has been set.)	Job List	Print ⁞ Delete
			Print Job List	
Job Log	(Choose from information about the latest three print jobs.)	Document Name		
		User Name		
		Page Count		
		Job Status	OK ⁞ CANCELED	
		Print Start Time	yyyy/mm/dd hh:mm:ss	
		Print End Time	yyyy/mm/dd hh:mm:ss	
		Print Time	xxxsec.	
		Output Img. Size	(The image size is displayed)	
		Media Type		
		Paper Consumed		
		Paper Length		
		Paper Width		
		Interface	USB ⁞ Network ⁞ HDD	
		Ink Consumed	Tot.Ink Consumed	xxx.xxx ml
			(The ink color is displayed here.)	xxx.xxx ml
		Print settings		
		Head Height		
		Temp./Humidity		
		Adjustment req.		
Print Job Log				
Pause Print	Off* ⁞ On			
HDD Information	Total capacity ⁞ Box free space			

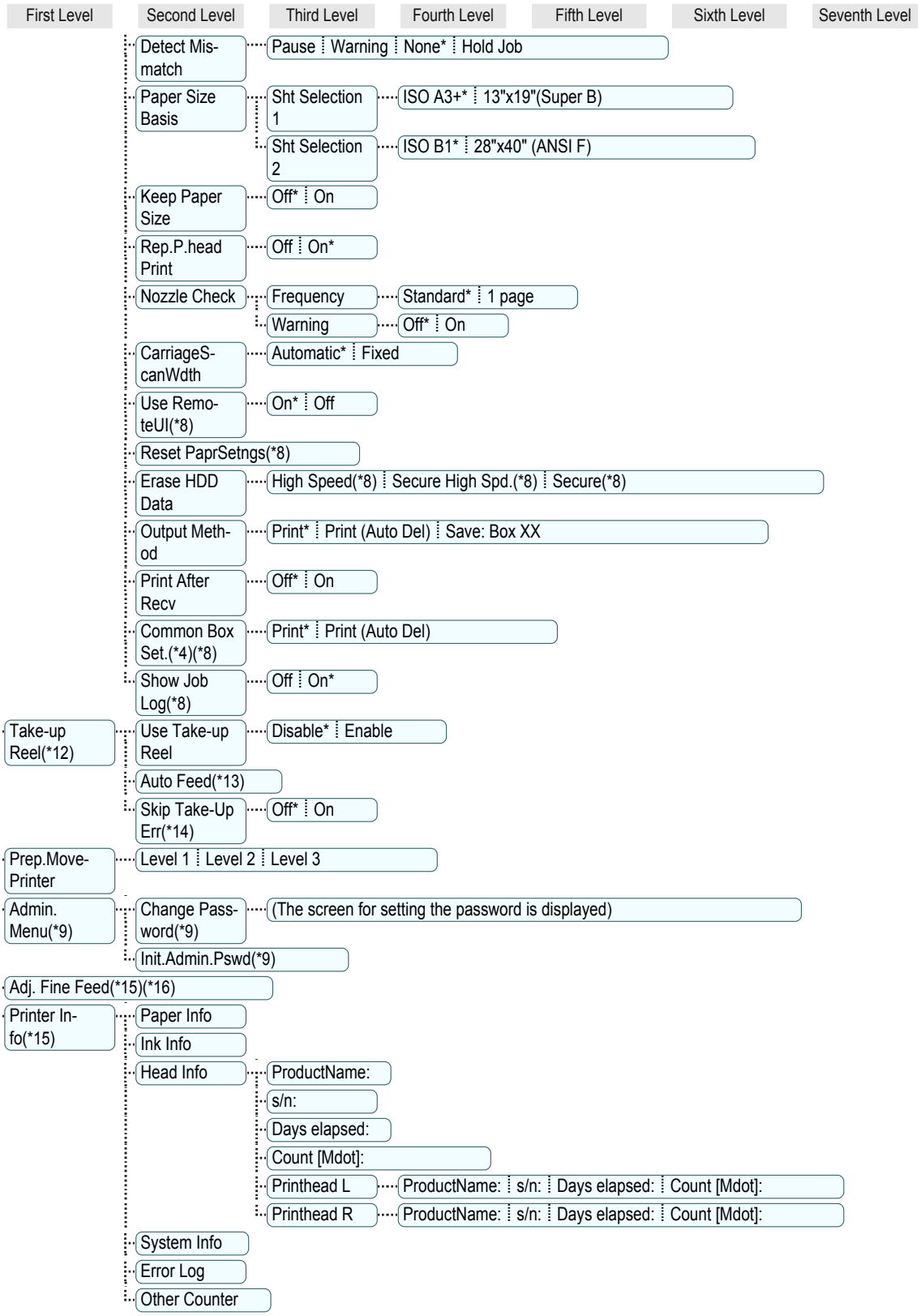
*1: If a pending job is selected, **Print Anyway** is displayed.

Set./Adj. Menu

Limited items are displayed during printing. The displayed items are indicated by annotations.




First Level
Second Level
Third Level
Fourth Level
Fifth Level
Sixth Level
Seventh Level
IPv6(*8)
IPv6 Support(*8)
On | Off*
IPv6 StlessAddrs(*8)(*10)
On* | Off
DHCPv6(*8)(*10)
On | Off*
DNS Settings(*9)(*10)
DNS Dync update(*9)
Statefull Addr(*9)
On | Off*
Stateless Addr(*9)
On | Off*
Pri. DNS SrvAddr(*9)
Sec. DNS SrvAddr(*9)
DNS Host Name(*9)
DNS Domain Name(*9)
NetWare(*8)
NetWare(*8)
On | Off*
Frame Type(*5)(*8)
Auto Detect | Ethernet 2 | Ethernet 802.2* | Ethernet 802.3 | Ethernet SNAP
Print Service(*5)(*8)
BinderyPServer | RPrinter | NDSPServer* | NPrinter
AppleTalk(*8)
On | Off*
Ethernet Driver(*8)
Auto Detect(*8)
On* | Off
Comm.Mode(*6)(*8)
Half Duplex* | Full Duplex
Ethernet Type(*6)(*8)
10 Base-T* | 100 Base-TX | 1000 Base-T
Spanning Tree(*8)
Not Use* | Use
MAC Address(*8)
xxxxxxxxxxxx
Interface Print(*8)
Return Defaults(*8)
System Setup
Sleep Timer(*11)
5 min.* | 10 min. | 15 min. | 20 min. | 30 min. | 40 min. | 50 min. | 60 min. | 210 min.
Shut Down Timer
Off | 5 min. | 10 min. | 30 min. | 1 hour | 4 hours | 8 hours* | 12 hours
Buzzer
Off | On*
Contrast Adj.
-4,-3,-2,-1,0*,+1,+2,+3,+4
Date & Time(*8)
Date yyyy/mm/dd(*7)(*8)
Time hh:mm
Date Format(*8)
yyyy/mm/dd* | dd/mm/yyyy | mm/dd/yyyy
Language
English | 日本語 | Français | Italiano | Deutsch | Español | Русский | 中文(簡体字) | 한국어
Time Zone(*8)
0:London (GMT) | +1:Paris,Rome | +2:Athens,Cairo | +3:Moscow | +4:Eerevan,Baku | +5:Islamabad | +6:Dacca | +7:Bangkok | +8:Hong Kong | +9:Tokyo,Seoul | +10:Canberra | +11:NewCaledonia | +12:Wellington | -12:Eniwetok | -11:Midway is. | -10:Hawaii(AHST) | -9:Alaska(AKST) | -8:Oregon (PST) | -7:Arizona(MST) | -6:Texas (CST) | -5:NewYork(EST) | -4:Santiago | -3:Buenos Aires | -2: | -1:Cape Verde
Length Unit
meter* | feet/inch



*1: Available after you have used **Standard** or **Initial adjustmt** in **Head Posi. Adj.** once.

*2: Available if **Adj. Priority** is **Automatic** or **Print Quality**.

*3: Available if **Adj. Priority** is **Automatic** or **Print Length**.

*4: Not displayed if **IPv4 Mode** is **Manual**.

*5: Not displayed if **NetWare** is **Off**.

*6: Not displayed if **Auto Detect** is **On**.

*7: Follows the setting in **Date Format**.

*8: Viewing and configuration is possible for administrators, and only viewing for other users.

*9: Viewing and configuration is possible for administrators only.

*10: Not displayed if **IPv6 Support** is **Off**.

*11: Default setting for the time to enter the power save mode/Sleep mode is recommended.

*12: Displayed only when the Media Take-up Unit is attached.

*13: Available if: (a) **Use Take-up Reel** is **Enable**, (b) roll paper is loaded, and (c) you have not executed **Auto Feed** for the loaded roll.

*14: Available when **Use Take-up Reel** is **Enable**.

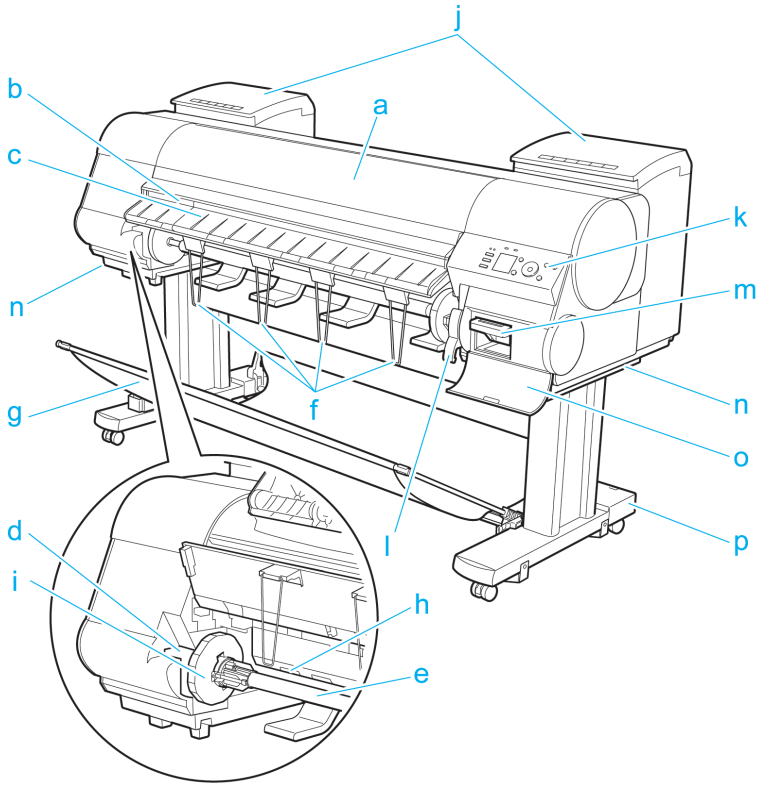
*15: Displayed as the menu during printing while printing is in progress.

*16: Not displayed in the regular menu.

Printer parts

Front 68
Back 70
Top Cover (Inside) 71
Carriage 72
Ink Tank Cover (Inside) 73

Front



a Top Cover

Open this cover to install the Printhead, load paper, and remove any jammed paper from inside the printer as needed. (See "Top Cover (Inside).") →P.71

b Cutter Groove

Paper is cut (using the cutter or manually with scissors) over this groove.

c Ejection Guide

Guides printed documents as they are ejected. Raise the guide when loading a roll.

d Roll Holder Slot

Slide the Roll Holder into this slot.

e Roll Holder

Load the roll on this holder.

f Ejection Support

Prevents printed documents from winding around the Roll Holder or being drawn into the Paper Feed Slot.

g Output Stacker

A cloth tray that catches ejected documents. (See "Parts of the Output Stacker.") →User's Guide

h Paper Feed Slot

When loading a roll, insert the edge of the roll paper here.

i Holder Stopper

Secure rolls on the Roll Holder with this part.

j Ink Tank Cover

Open this cover to replace an Ink Tank. (See "Ink Tank Cover (Inside).") →P.73

k Control Panel

Use this panel to operate the printer and check the printer status. (See "Control Panel.") →P.57

l Release Lever

Releases the Paper Retainer. Lift this lever toward the front of the printer when loading paper.

m Maintenance Cartridge

Absorbs ink used for maintenance purposes such as head cleaning. (Replace the cartridge when it is full.)

n Carrying Handles

When carrying the printer, have four people hold it by these handles under both sides.

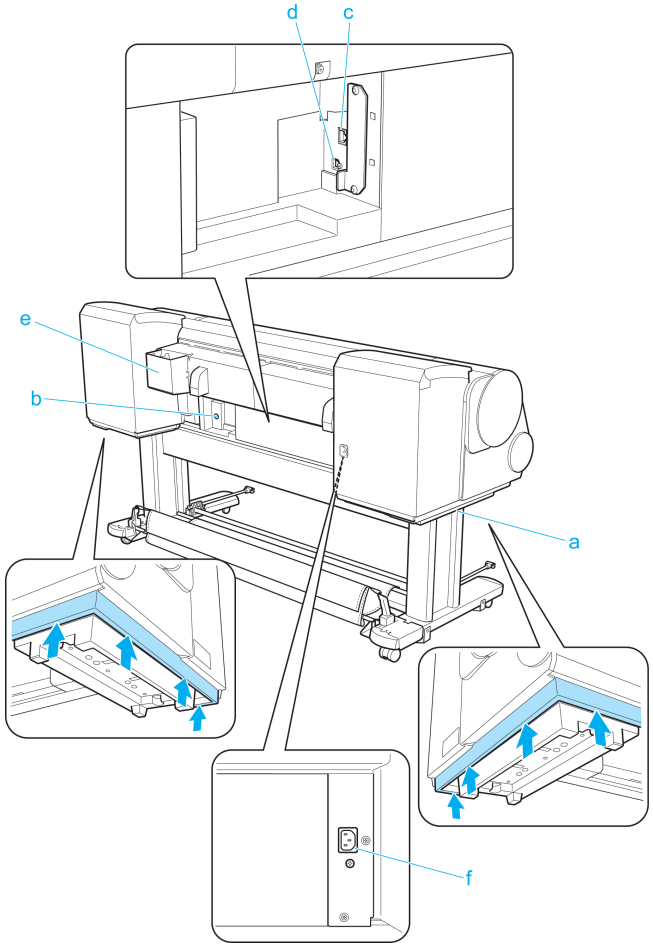
o Maintenance Cartridge Cover

Open this cover to replace the Maintenance Cartridge.

p Stand

A stand that holds the printer. Equipped with casters to facilitate moving it. (See "Stand.") →User's Guide

Back



a Carrying Handles

When carrying the printer, have four people hold it by these handles under both sides.

b Media Take-up Unit Power Inlet

Connect the power cord of the optional Media Take-up Unit here.

c Ethernet Port

Connect an Ethernet cable to this port.

d USB Port

Connect a USB cable to this port. It supports Hi-Speed USB.

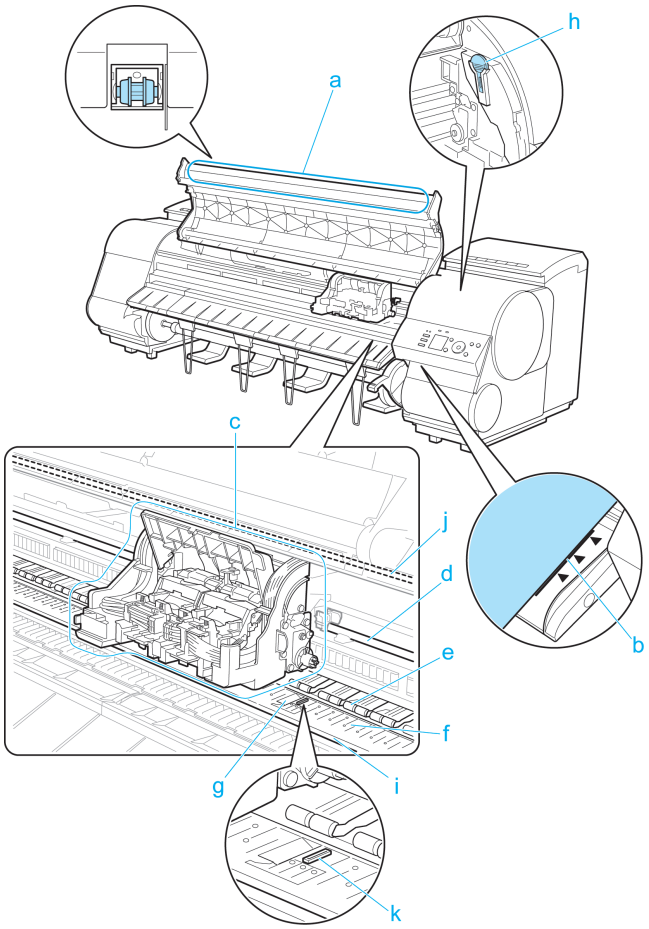
e Manual Pocket

Store printer manuals in this pocket.

f Power Supply Connector

Connect the power cord to this connector.

Top Cover (Inside)



a Top Cover Roller

Prevents paper from rising when ejected.

b Paper Alignment Line

Align paper with this line when loading it.

c Carriage

Moves the Printhead. The carriage serves a key role in printing. (See "Carriage.") →P.72

d Carriage Shaft

The Carriage slides along this shaft.

e Paper Retainer

Important in supplying the paper. This retainer holds paper as it is fed.

f Platen

The Printhead moves across the platen to print. Vacuum holes on the platen hold paper in place.

g Borderless Printing Ink Grooves

For catching ink outside the edges of paper during borderless printing.

h Cleaning Brush

When cleaning inside the printer under the Top Cover, use this brush to sweep away paper dust on the Platen. Also use the brush to move the blue Switch on the Platen.

i Fixed Blade

The Cutter Unit passes over this rail to cut paper.

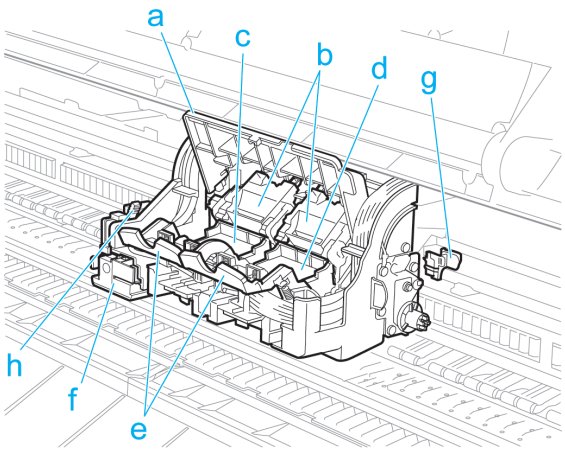
j Linear Scale

The linear scale serves a key role in detecting the Carriage position. Be careful not to touch this part when cleaning inside the Top Cover or clearing paper jams.

k Switch

Set the switch to the side opposite ● if the edges of printed images are blurred. Set the switch to the ● side before borderless printing. (See "Setting the Blue Switch on the Platen.") →P.118

Carriage



a Carriage Cover

Protects the Carriage.

b Printhead Fixer Cover

Holds the Printhead in place.

c Printhead L

The printhead is equipped with ink nozzles. The carriage serves a key role in printing.

d Printhead R

The printhead is equipped with ink nozzles. The carriage serves a key role in printing.

e Printhead Fixer Lever

Locks the Printhead Fixer Cover.

f Cutter Unit

A round-bladed cutter for automatic paper cutting. Retracted when not in use.

g Shaft Cleaner

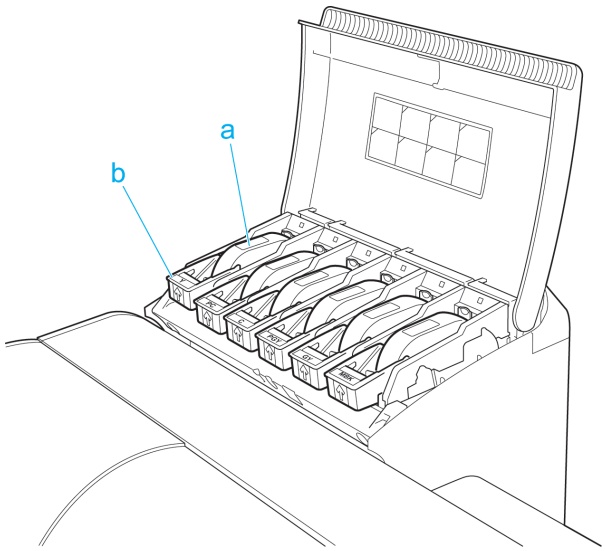
Prevents the Carriage Shaft from becoming dirty.

h Cutter Unit Detachment Lever

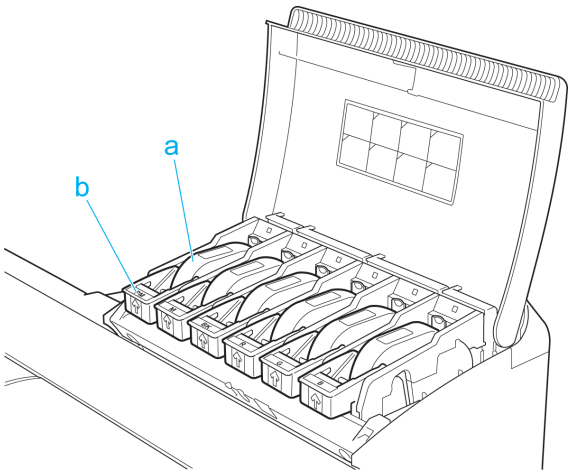
Used when replacing the Cutter Unit.

Ink Tank Cover (Inside)

Left Side



Right Side



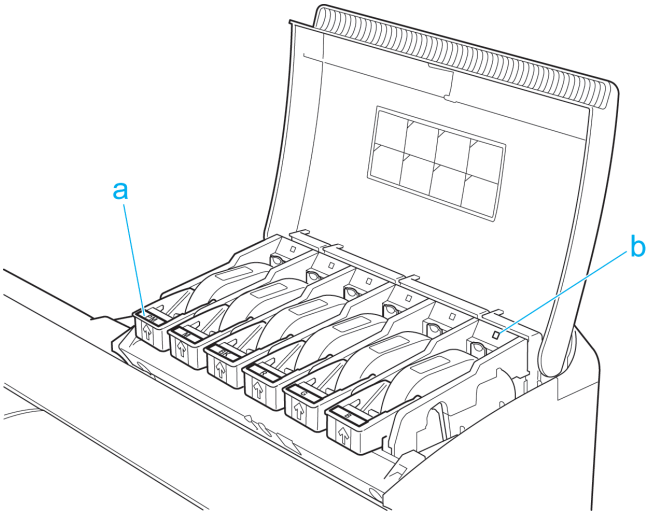
*1: Note: The figure shows the printer as loaded with 700 ml (23.7 fl oz) Ink Tank.

a Ink tanks

Cartridges of ink in various colors.

b Ink Tank Lock Lever

A lever that locks the Ink Tank in place and protects it. Lift and lower the lever when replacing an Ink Tank. To open it, lift the stopper of the lever until it stops, and then push it down toward the front. To close it, push it down until it clicks into place.



a Ink Color Label

Load an Ink Tank that matches the color and name on this label.

b Ink Lamp (Red)

Indicates the state of the Ink Tank as follows when the Ink Tank Cover is opened.

- On

  The Ink Tank is installed correctly.

- **Off**
  No Ink Tank is installed, or the ink level detection function is disabled.
- **Flashing Slowly**
  Not much ink is left.
- **Flashing Rapidly**
  Ink tank is empty.

Printer Relocation

Preparing to Transfer the Printer

Preparing to Transfer the Printer 75
Reinstalling the Printer 81

Preparing to Transfer the Printer

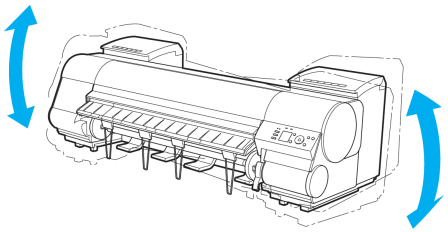
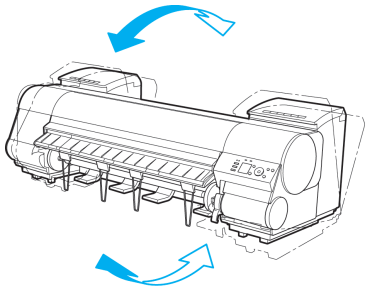
To protect the internal parts in transit, always follow these steps before transferring the printer to a new location. Refer to the Setup Guide for details on packing the printer and installing it after transfer.

Important

- Be sure to contact your Canon dealer before transferring the printer to a new location. Ink may leak and damage the printer if you do not prepare the printer correctly and it is tipped or stood on end in transit.

Note

- Depending on the state of the printer, part replacement may be necessary when preparing to transfer the printer (that is, when you execute the printer menu item to prepare for transfer).
- Ink must be drawn into the Maintenance Cartridge before Level 2 or Level 3 printer transfer, as described in the following table. Prepare the Maintenance Cartridge in advance.
- Always follow the instructions of the service representative when transferring the printer under Level 3 conditions.

Level	Shipping Method (Example)	Permitted Angle of Inclination	Amount of Ink to Dispose of	Required Maintenance Cartridges(*1)
1	By truck	Lengthwise: 0–30°  Rotation: 0–10° 	0	0(*2)
2	By plane	All directions: 0–30°	Approx. 700 ml (20.3 fl oz)	1 or 2
3	Tipping the printer or holding it upright for elevators or stairs	Lengthwise: 0–90° Rotation: 0–30°	Approx. 2,000 ml (64.3 fl oz)	2 or 3

*1: This is the number of new Maintenance Cartridge required when you execute the **Prep.MovePrinter** menu. The number varies depending on the amount remaining in the Maintenance Cartridge being used.

*2: If a message instructing you to replace the Maintenance Cartridge is displayed on the Display Screen, the Maintenance Cartridge needs to be replaced.

Remove paper

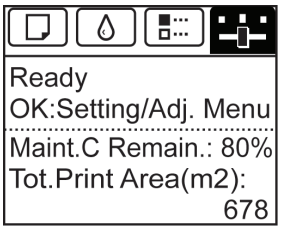
1 Remove the paper.

- Rolls (See "Removing the Roll from the Printer.") →P.15
- Sheets (See "Removing Sheets.") →P.21

Access the **Prep.MovePrinter** menu

1 If a message instructing you to replace the Maintenance Cartridge is displayed on the Display Screen, replace the Maintenance Cartridge.
(See "Replacing the Maintenance Cartridge.") →P.46

2 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ( ).



Note
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Prep.MovePrinter**, and then press the **OK** button.

5 Press ▲ or ▼ to select the level of transfer, and then press the **OK** button.

6 Press ▲ or ▼ to select **Execute**, and then press the **OK** button to display the confirmation screen.

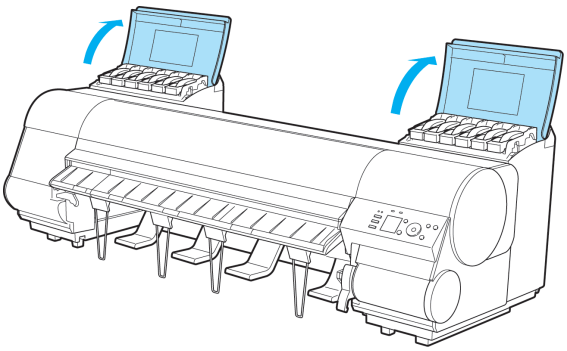
7 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.
The printer is now prepared for transfer.

- **Level 1**
  Once preparations are finished, a message on the Display Screen requests you to turn off the printer. Turn off and pack the printer. There is no need to remove the ink tanks.
  (See "Pack the printer.") →P.79
- **Level 2** and **Level 3**
  When the preparation is finished, instructions are displayed on the Display Screen.
  Remove the ink tanks before packing the printer.
  (See "Removing Ink Tanks.") →P.77

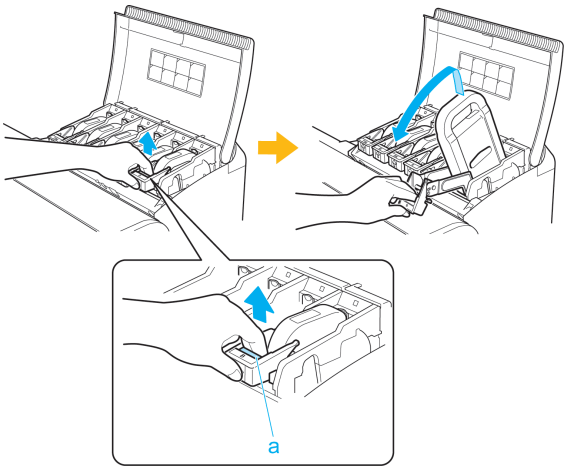
Important
- If consumables must be replaced, the message "**Consumables must be replaced. Call for service.**" is shown on the Display Screen and preparation is not possible. If this message is displayed, press the **OK** button and contact your Canon dealer for assistance.

Removing Ink Tanks

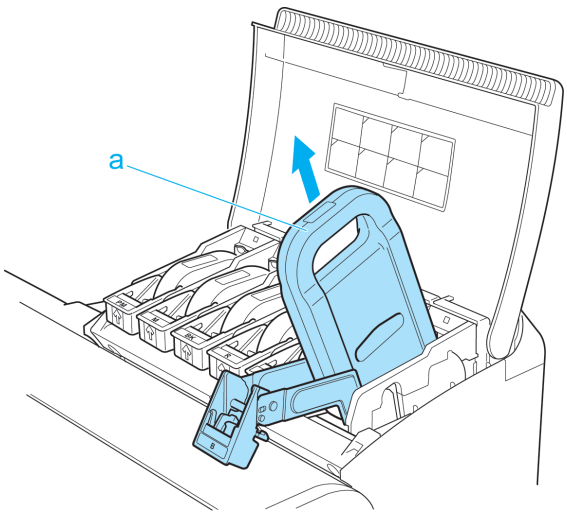
1 Open the left and right ink tank covers.



2 Lift the stopper (a) of the Ink Tank Lock Lever (a). Lift the Ink Tank Lock Lever until it stops, and then push it down to the front.

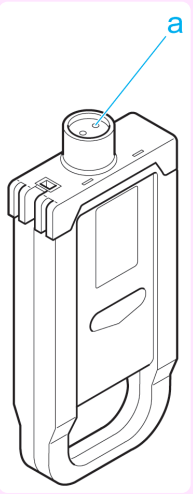


3 Hold the Ink Tank by the handle (a) and remove it.



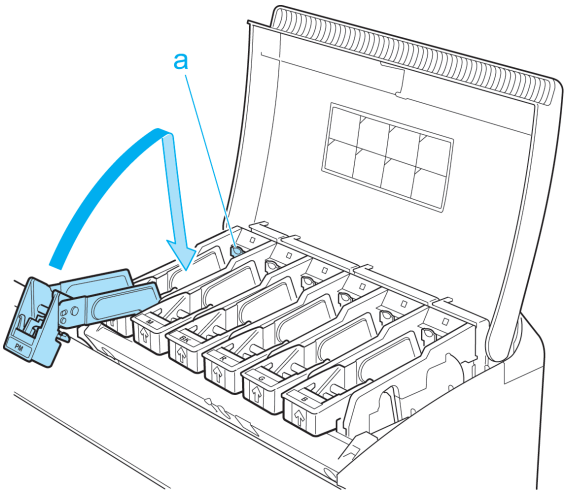
Important

- Store the Ink Tank you removed in the box with the ink holes (a) facing up. Otherwise, ink may leak and cause stains.

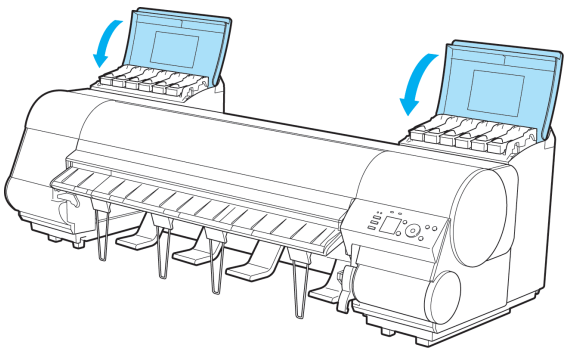


4 Repeat steps 2 and 3 to remove all ink tanks.

5 Push down the release lever (a) as shown as you gently return all ink tank lock levers to the original position.



6 Close the Ink Tank Cover.
At this point, ink is drawn out from inside the tubes.



Important

- Do not remove the Maintenance Cartridge except when the message for replacing it is displayed. If you remove the Maintenance Cartridge while ink is being drawn out, the ink may leak out.

7 When the process is finished, "**Preparations for moving the printer finished. Turn the power off**" is displayed.
When this happens, replace the Maintenance Cartridge currently being used with a new Maintenance Cartridge.

8 Press the **Power** button and turn off the printer.

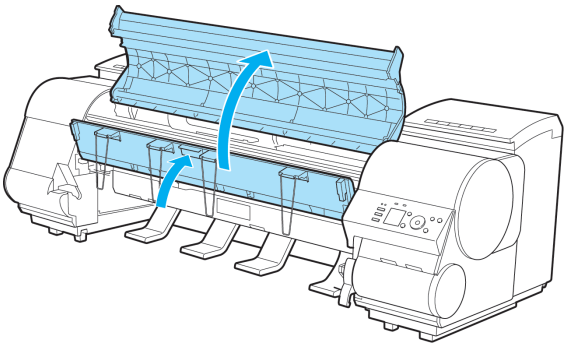


Pack the printer

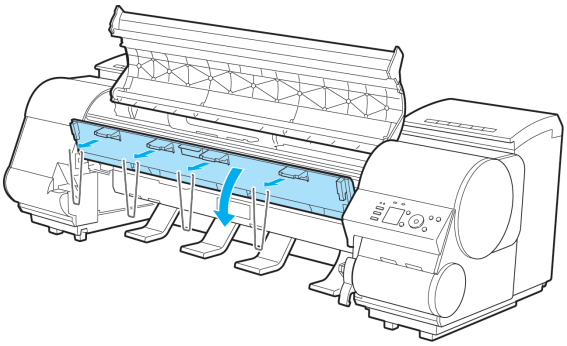
1 Disconnect the power cord, interface cable, and Media Take-up Unit Power Inlet.

Important
- Turn off the printer before you unplug it. It may damage the printer if you unplug it before it is off and transfer it in that state. If you accidentally unplug the printer, plug it in again, reinstall the ink tanks, and follow this procedure again.

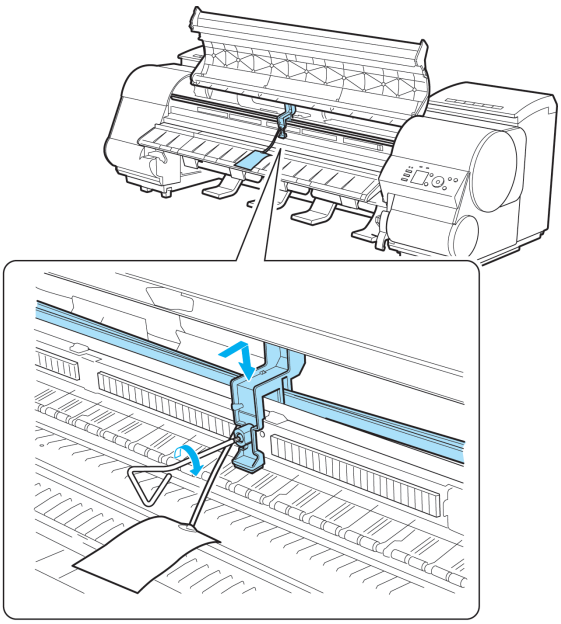
2 Open the Top Cover and lift the Ejection Guide.



3 Remove the four ejection supports and lower the Ejection Guide.

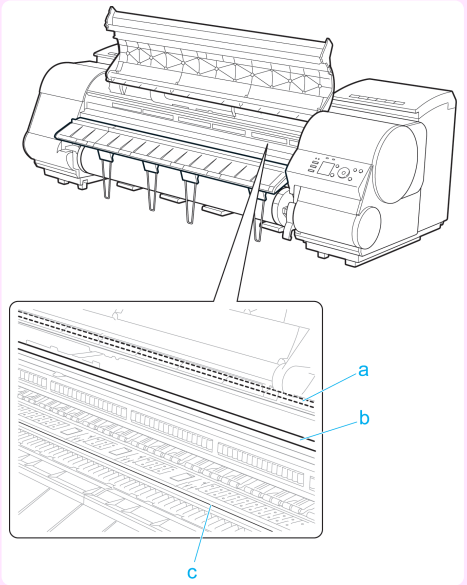


4 Grasp the Belt, insert it between the Belt Stopper, and affix the Belt Stopper with a hex screw at the position indicated.

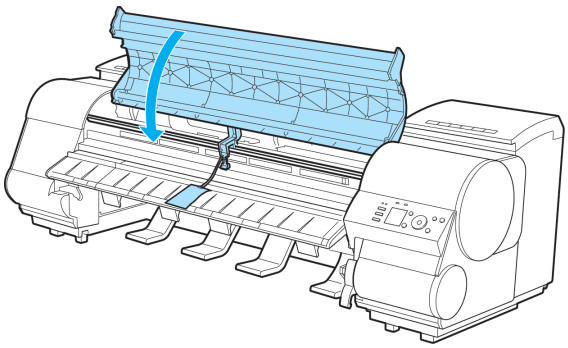


Important

- Here, the Belt Stopper is the one that was removed and stored after initial installation. Neglecting to attach the Belt Stopper may damage the printer.
- Do not touch the Linear Scale (a), Carriage Shaft (b), or Fixed Blade (c). This may stain your hands and damage the printer.



5 Close the Top Cover.



6 Tape down printer covers to secure them, in the reverse order of tape removal during installation.

7 Remove the Output Stacker by reversing the installation procedure.

8 Remove the Stand by reversing the installation procedure, when it was attached to the printer.

9 Disassemble and repackage the Stand by following the installation procedure in reverse.

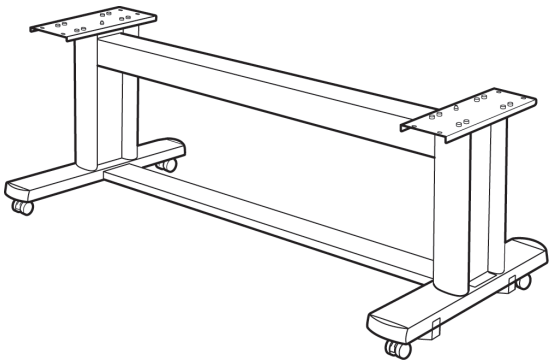
10 Repack the Roll Holder, Holder Stopper, and printer in shipping materials, and then package them in a shipping box.

Reinstalling the Printer

The basic workflow for reinstalling the printer is as follows.
For detailed instructions, see the Setup Guide.

Assemble the stand

1 Referring to the Printer Stand Setup Guide, assemble the Stand.

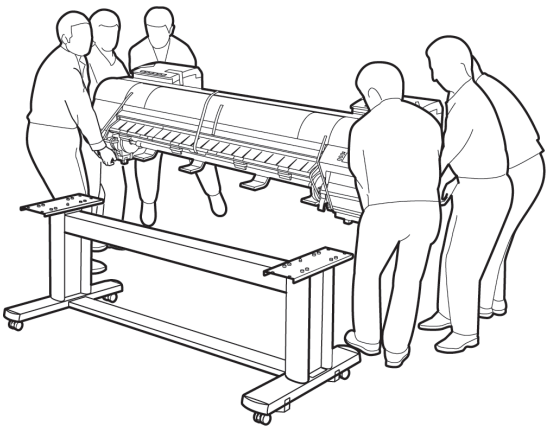


Caution

- The Stand must be assembled by at least two people on a flat surface. Attempting assembly by yourself poses a risk of injury or bending the Stand.
- When assembling the Stand, lock the casters. In addition, always unlock the casters before moving the assembled Stand. Attempting to move the stand when the casters are locked poses a risk of injury or damage to the location site.

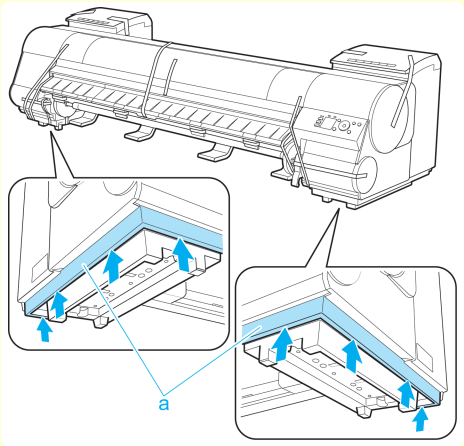
Install the printer

1 Mount the printer on the assembled Stand and tighten the screws firmly.

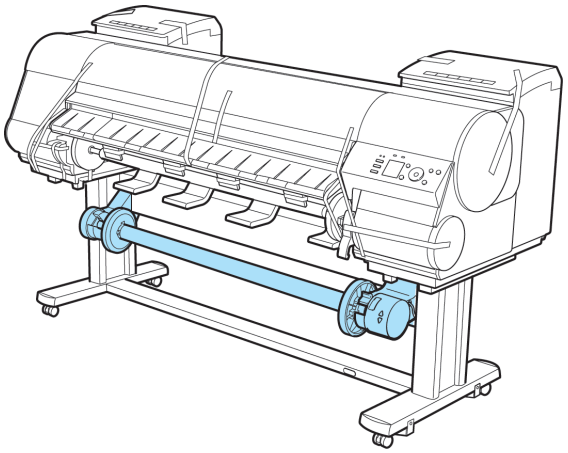


Caution

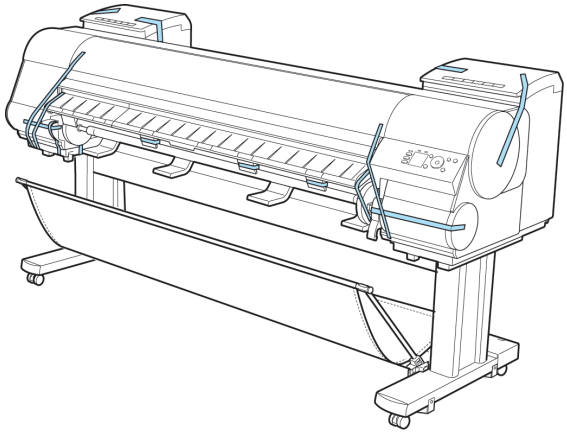
- Moving the printer requires at least six people, holding it on both sides. Be careful to avoid back strain and other injuries.
- When moving the printer, firmly grasp the Carrying Handles (a) under each side.
  The printer may be unsteady if you hold it at other positions, which poses a risk of injury from dropping the printer.



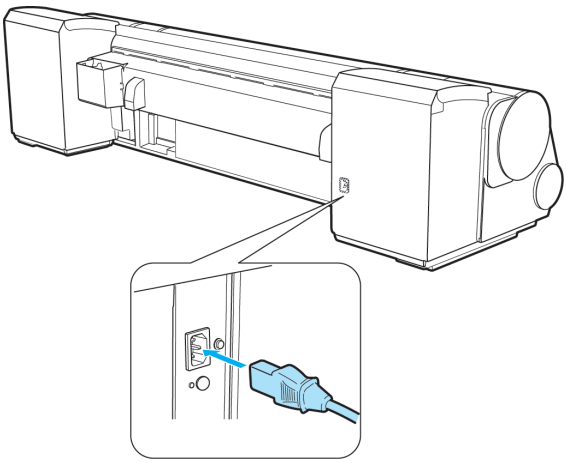
2 If you are using the optional Media Take-up Unit, attach the Media Take-up Unit by referring to the setup guide included with the Media Take-up Unit.



3 Remove tape and packaging material attached to the printer. Also open the Top Cover and remove stoppers and spacers inside the printer.



4 Connect the power cord to the Power Supply Connector on the back of the printer.

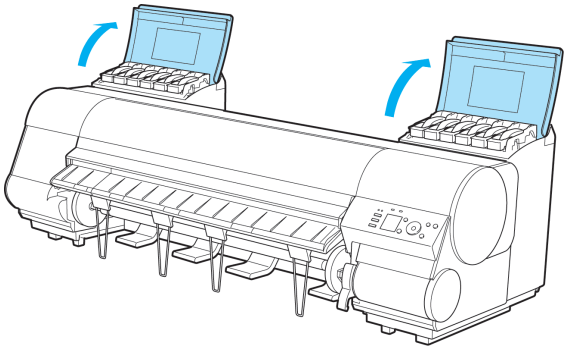


5 Plug the power cord into the outlet.

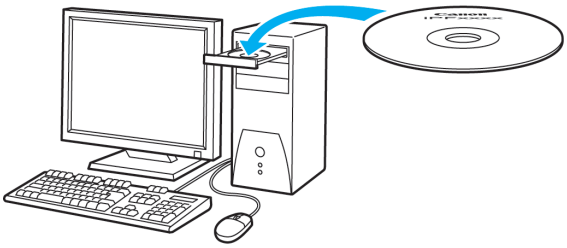
6 Press the power button to turn the printer on.



7 Open the Ink Tank Cover and install the ink tanks.



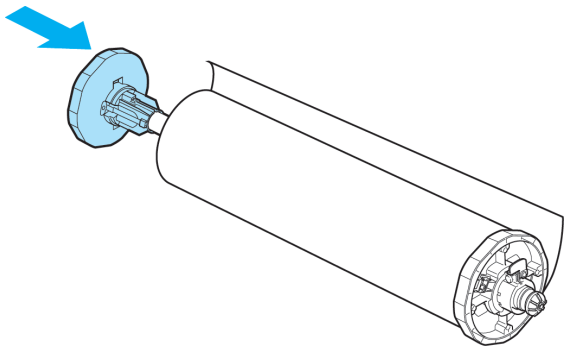
8 Install the Software and the Electronic Manuals.
Note that the driver installation procedure varies depending on the type of connection.
(See "Installing the Software (Windows).") →P.86
(See "Installing the Software (Mac OS X).") →P.88



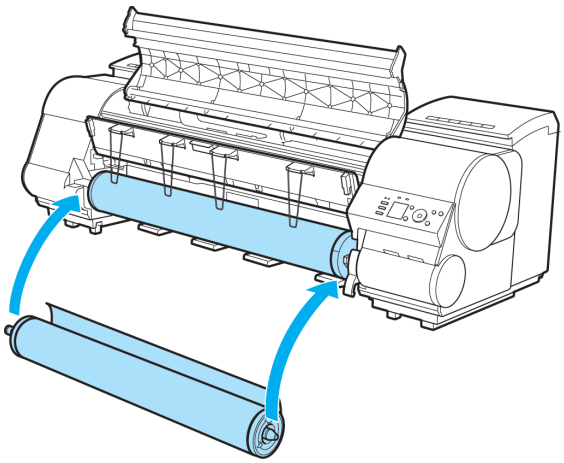
Important

- When the printer is connected to a network (via TCP/IP), the printer's IP address may be changed if you reinstall the printer.
  In this case, be sure to reconfigure the printer's IP address.

9 Attach the Roll Holder to the Roll Media.
(See "Attaching the Roll Holder to Rolls.") →P.9



10 Load the Roll Media in the printer.
(See "Loading Rolls in the Printer.") →P.11



Software Installation

Installing the Printer Driver (Windows)

Installing the Software

The basic instructions for installing the software are as follows.
For detailed instructions, see the Setup Guide.

Supported connection methods

The printer driver works over USB or network (TCP/IP) connections.
The driver installation procedure varies depending on the type of connection.
Follow these steps to install the software and Electronic manuals.

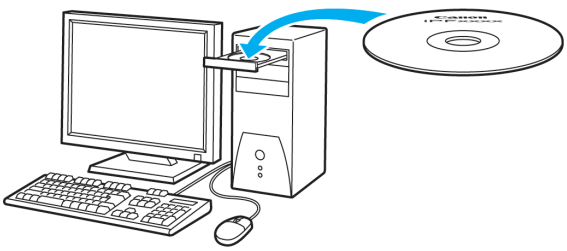
Installing the software and electronic manuals

Important

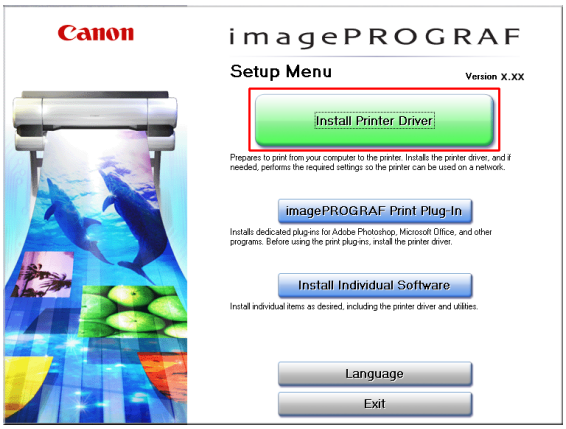
- When setting up a USB connection, connect the USB cable during printer driver installation following the instructions displayed.
  If you accidentally connect the USB cable first, the printer driver may not be installed correctly.
- When the printer is connected to a network (via TCP/IP), the printer's IP address may be changed if you reinstall the printer. In this case, be sure to reconfigure the printer's IP address.

1 Turn the computer on.
When setting up a TCP/IP (network) connection, after making sure the printer is on, connect the LAN cable to the Ethernet port on the back of the printer and to your network hub port.

2 Insert the provided User Software CD-ROM for the appropriate operating system in the CD-ROM drive.

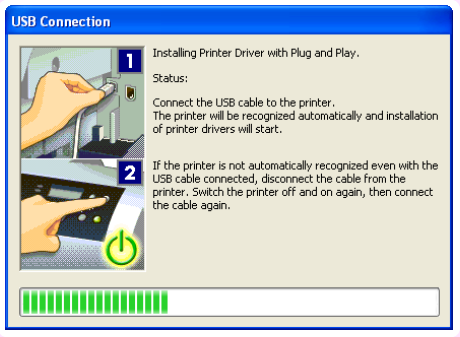


3 Follow the instructions displayed to complete installation.



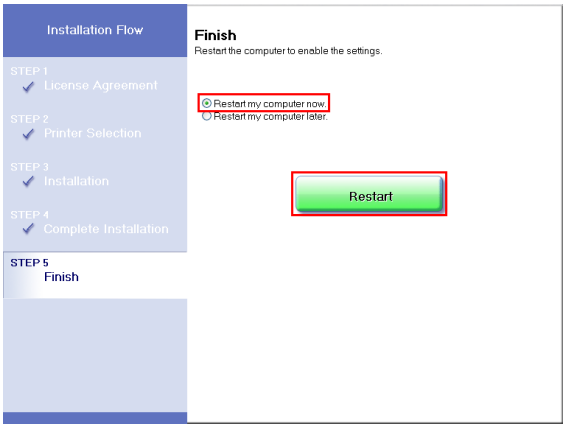
Important

- For USB connections, when the dialog box at right is displayed, make sure the printer is on and connect the printer and computer with the USB cable.



4 On the **Finish** window, select **Restart my computer now** and click **Restart**.
Software settings take effect after the computer restarts.

Next, install the Electronic manuals.



5 When the **Install User Manual** dialog box is displayed, insert the provided User Manuals CD-ROM in the CD-ROM drive and follow the instructions displayed to complete installation.

Installing the Printer Driver (Mac OS X)

Installing the Software

The basic instructions for installing the software are as follows.
For detailed instructions, see the Setup Guide.

Supported connection methods

The printer driver works over USB or network (Bonjour or IP) connections.
Follow these steps to install the software and Electronic manuals.

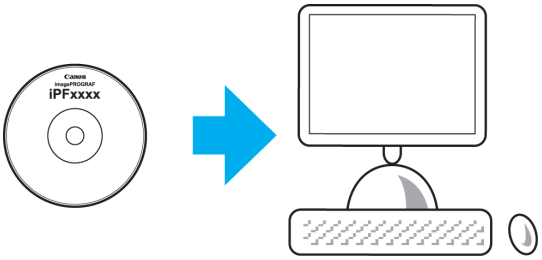
Installing the software and electronic manuals

Important

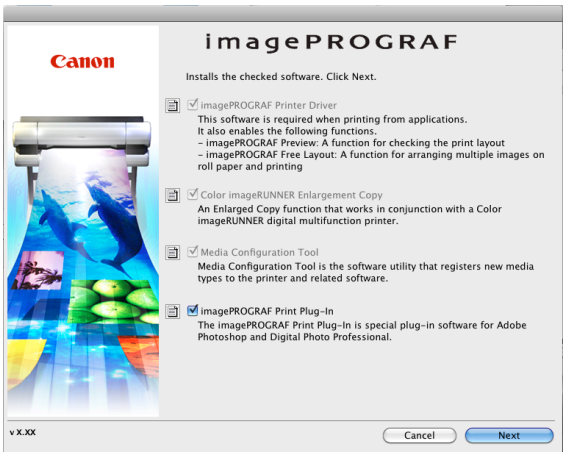
- When the printer is used over a network, the printer's IP address may be changed if you reinstall the printer. In this case, be sure to reconfigure the printer's IP address.

1 After making sure the computer and printer are not connected by a cable, turn the computer on.

2 Insert the provided User Software CD-ROM for the appropriate operating system in the CD-ROM drive.

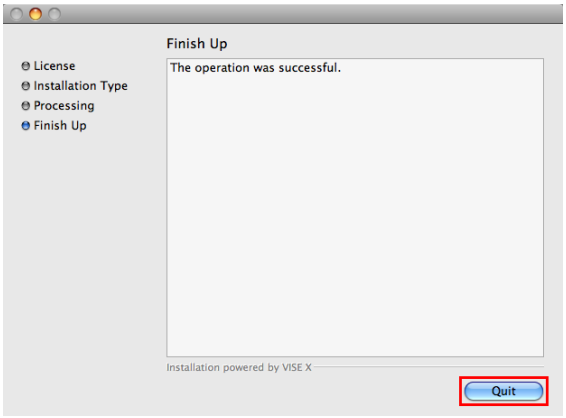


3 Follow the instructions displayed to complete installation.



4 After installation, click **Quit**.

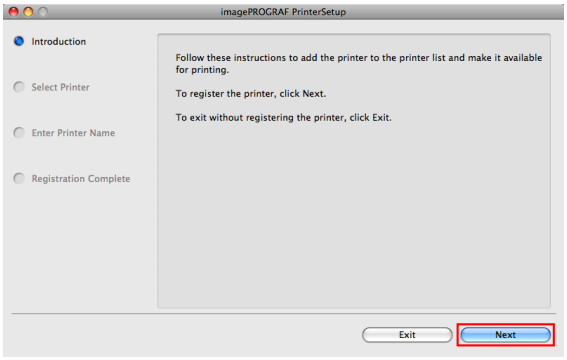
Installation of the software is now finished.
Next, connect the printer and computer.



5 After confirming the printer is on, connect the printer to your computer or the network.

6 Click **Next** and follow the instructions displayed to register the printer to set up and update the paper information.

Next, install the Electronic manuals.



7 Insert the provided User Manuals CD-ROM in the CD-ROM drive and follow the instructions displayed to complete installation.

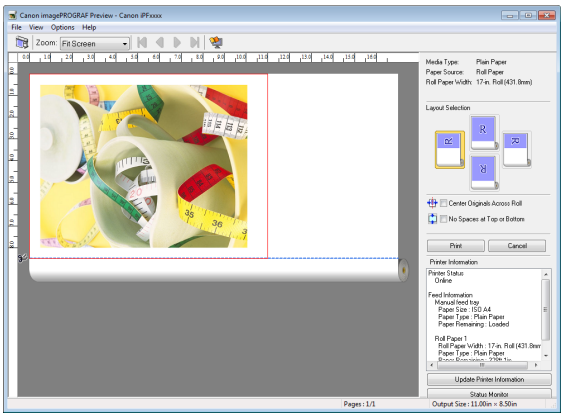
Convenient Printer Driver Features

Print Preview 90
Rotate Page 90 degrees (Converse Paper) 92
Borderless Printing 93
Large-Format Printing 94
Enlarged/Reduced Printing 95
Other Methods of Printing: Printing from Print Plug-Ins 96

Print Preview

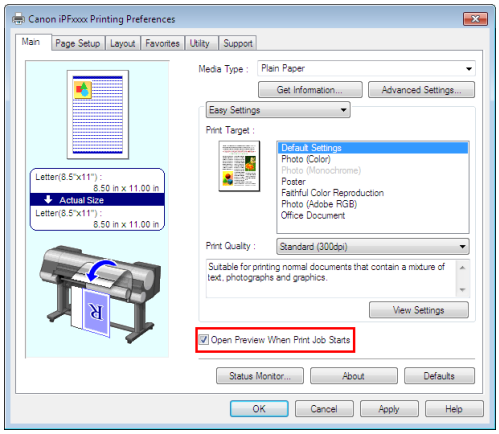
Using the print preview function enables the following.

- Check an image of the document as arranged on the paper, in the position it will be printed.
  You can reduce printing costs by checking how documents will be printed beforehand, without the need to print them.
- Change the layout orientation relative to the paper.
  You can save paper by correcting the direction in which the document is arranged on the paper, if necessary.



Configuring Settings in Windows

1. Access the **Main** sheet.
2. Select the **Open Preview When Print Job Starts** check box.
3. Check details in the **Information** dialog box displayed next and click **OK** to close the **Information** dialog box.
4. After you click **OK**, when you print a job, the **imagePROGRAF Preview** window will be displayed.

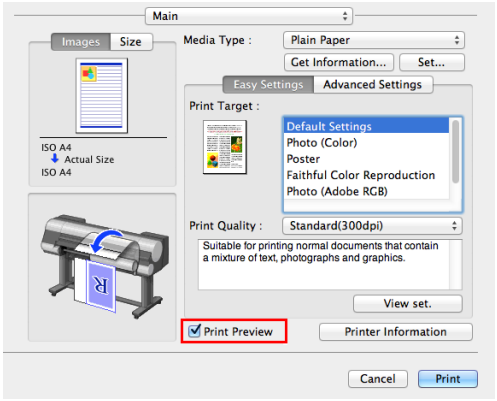


Note

- Under some settings and in some environments, PageComposer may be started.

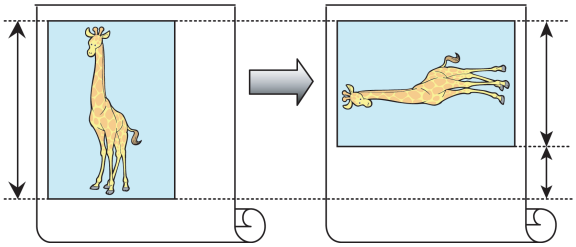
Configuring Settings in Mac OS X

1. In the **File** menu of the source application, choose the appropriate menu item for printer settings to display the **Print** dialog box.
2. Access the **Main** pane.
3. Select the **Print Preview** check box.
4. After you click **Print**, the **Canon imagePROGRAF Preview** window will be displayed.



Rotate Page 90 degrees (Converse Paper)

You can conserve roll paper by specifying particular settings as suitable for your original.
When you print an original that is in portrait orientation, the original is rotated 90 degrees before printing if it fits within the roll width. This enables you to conserve paper.

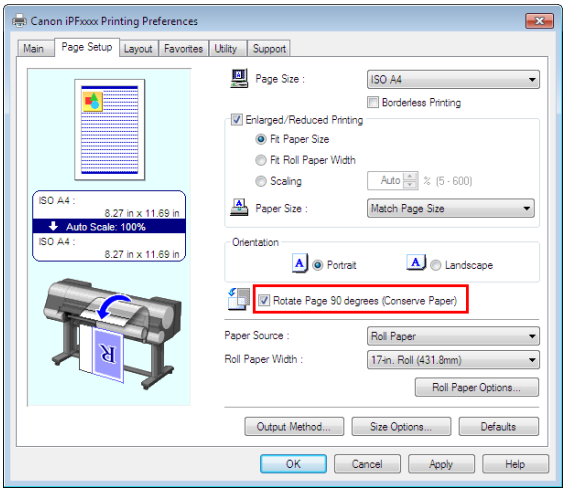


Note

- If the page would exceed the roll paper width after rotation, you can use this function with Scale to fit Roll Paper Width to print rotated pages.

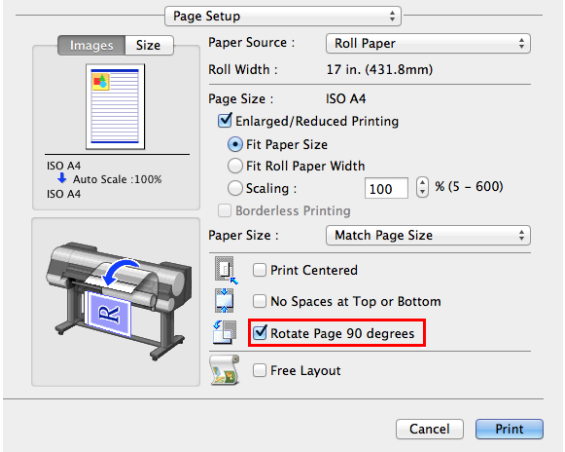
Configuring Settings in Windows

1. Access the **Page Setup** sheet.
2. Select the **Rotate Page 90 degrees (Conserve Paper)** check box.



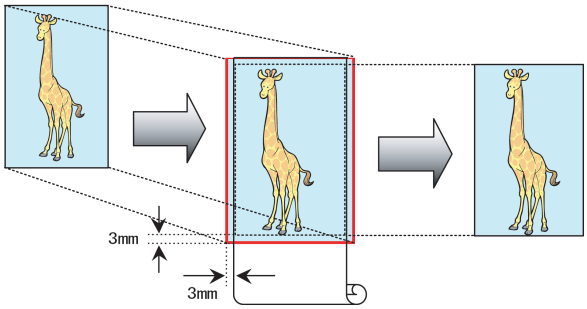
Configuring Settings in Mac OS X

1. Access the **Page Setup** pane.
2. Select the **Rotate Page 90 degrees** check box.



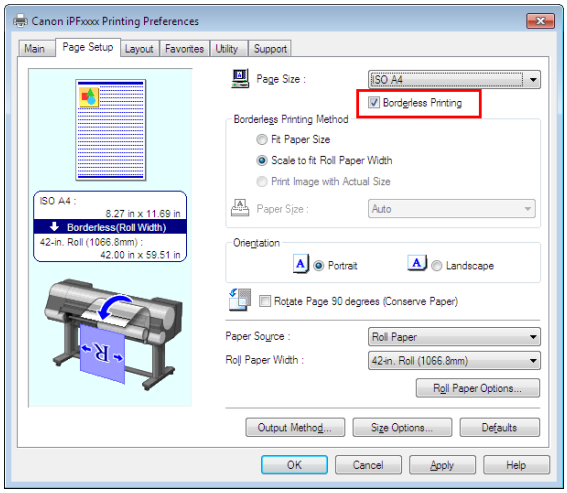
Borderless Printing

In regular printing, a margin required by the printer is added around the original. With borderless printing, you can print documents without the margin, so that the printed image covers the entire surface of the paper.
Borderless printing is only available with rolls.



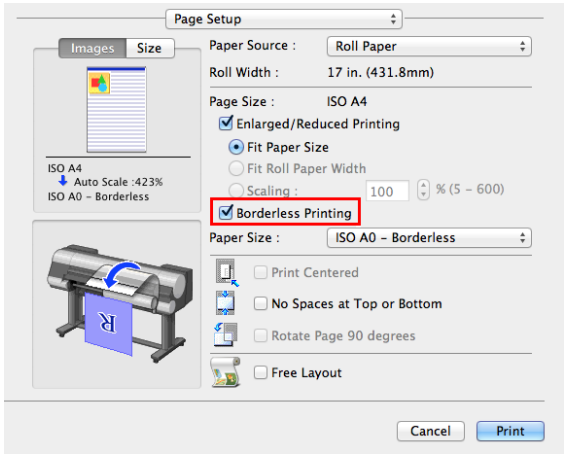
Configuring Settings in Windows

1. Access the **Page Setup** sheet.
2. Select the **Borderless Printing** check box to display the **Information** dialog box.
3. Click the width of the loaded roll in the **Roll Paper Width** list.
4. Click **OK** to close the **Information** dialog box.
5. Select **Fit Paper Size**, **Scale to fit Roll Paper Width**, or **Print Image with Actual Size**.



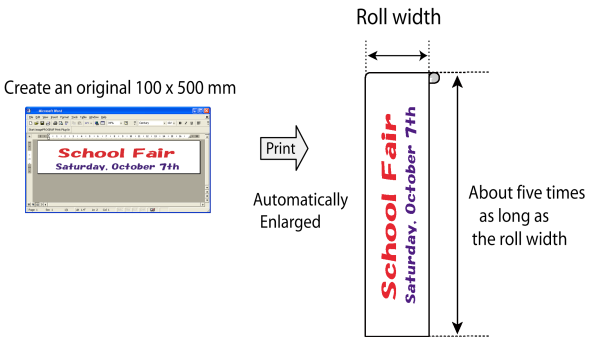
Configuring Settings in Mac OS X

1. Access the **Page Setup** pane.
2. Select the **Enlarged/Reduced Printing** check box.
3. Select the **Borderless Printing** check box.
4. Select either **Fit Paper Size** or **Fit Roll Paper Width**.



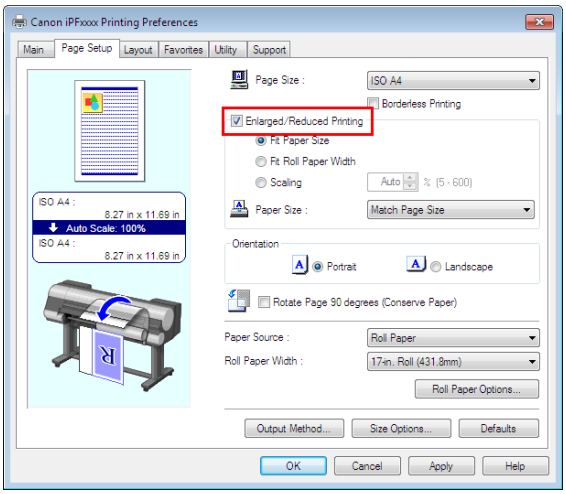
Large-Format Printing

You can create vertical or horizontal banners by printing originals in banner formats on rolls.
Originals created in Microsoft Word or other applications in your preferred size can be enlarged to fill the width of roll paper by completing simple printer driver settings.
The printer supports roll printing up to a maximum length of 18.0 m (19.7 yd).



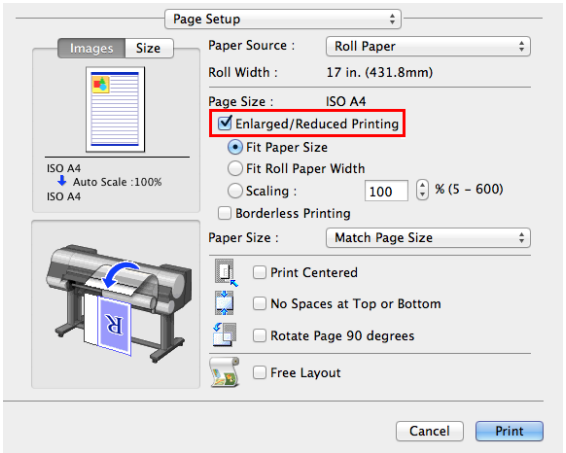
Configuring Settings in Windows

1. Access the **Page Setup** sheet.
2. Click **Size Options** and register the original size.
3. Select the **Enlarged/Reduced Printing** check box.
4. After you click **Fit Roll Paper Width**, the **Information** dialog box is displayed.
5. Click the width of the loaded roll in the **Roll Paper Width** list, and then click **OK**.



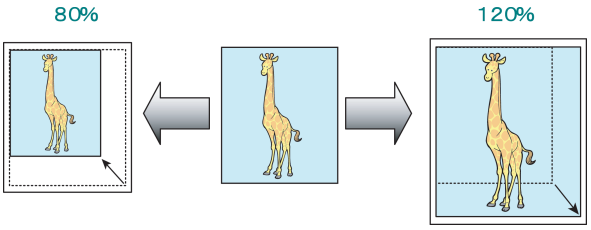
Configuring Settings in Mac OS X

1. Access the **Page Setup** pane.
2. Make sure the width of the loaded roll is displayed in **Roll Width**.
3. Make sure the size of the original you have prepared is displayed in **Page Size**.
   If you have not registered **Custom Paper Sizes**, resize the original to fit the roll width.
4. Select the **Enlarged/Reduced Printing** check box.
5. Click **Fit Roll Paper Width**.



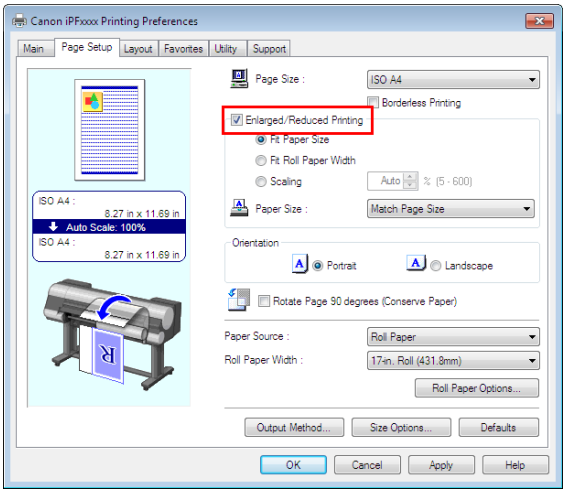
Enlarged/Reduced Printing

Originals can be printed at larger or smaller sizes, as desired.



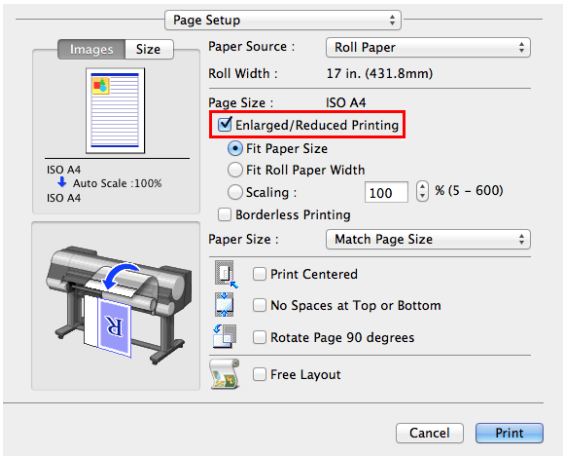
Configuring Settings in Windows

1. Access the **Page Setup** sheet.
2. Click the width of the loaded roll in the **Roll Paper Width** list.
3. In the **Page Size** list, click the size of the original as specified in the source application.
4. Select the **Enlarged/Reduced Printing** check box.
5. Select **Fit Paper Size**, **Fit Roll Paper Width**, or **Scaling**.



Configuring Settings in Mac OS X

1. Access the **Page Setup** pane.
2. Make sure the width of the loaded roll is displayed in **Roll Width**.
3. Make sure the size of the original you have prepared is displayed in **Page Size**.
4. Select the **Enlarged/Reduced Printing** check box.
5. Select **Fit Paper Size**, **Fit Roll Paper Width**, or **Scaling**.



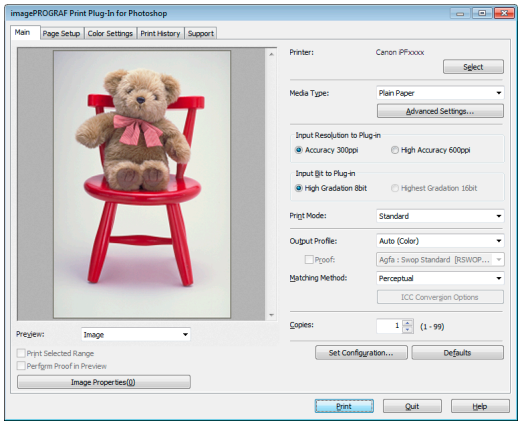
Other Methods of Printing: Printing from Print Plug-Ins

Using print plug-ins, you can print directly from applications such as **Adobe Photoshop** and **Digital Photo Professional**.
The main features of Print Plug-In are as follows.

- You can automatically detect the color space of Adobe RGB or sRGB-use images, etc., and automatically set optimal profiles. Thus, you can print without the trouble of configuring settings.
- You can directly process image data on Adobe Photoshop, and forward the image data to a printer. In this way, you can process 16-bit image data in addition to 8-bit image data.
- You can print an image with adjustment values such as the color balance, brightness, and contrast varying in steps and select your preferred adjustment values.
- You can create and print a layout image for finishing by mounting in a frame with the image extended to the sides of the frame by using the Layout Plug-In that is installed at the same time as the Print Plug-In for Photoshop.
- Loss of gradation in dark areas can be reduced by performing black point compensation.
- You can perform printing press simulation printing by specifying the printing press profile.

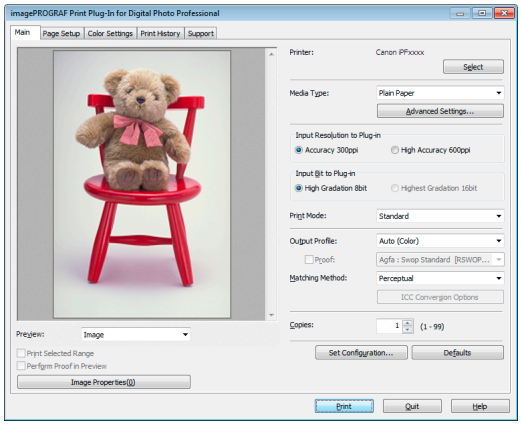
Starting from **Adobe Photoshop**

1. Start **Adobe Photoshop**.
2. Open the image that you wish to print.
3. If required, select the print range.
4. Select **Export** (or **Data Export**) from the **File** menu and then select the output plug-in that matches your printer.
   The imagePROGRAF Print Plug-In for Photoshop window is displayed.



Starting from **Digital Photo Professional**

1. Start **Digital Photo Professional**.
2. Open the RGB color image that you want to print.
3. If required, select the print range.
4. Select **Plug-in printing** from the **File** menu and then select the output plug-in that matches your printer.
   The imagePROGRAF Print Plug-In for Digital Photo Professional window is displayed.



Adjustments for Better Print Quality

Adjusting the Printhead

Automatic Adjustment to Straighten Lines and Colors

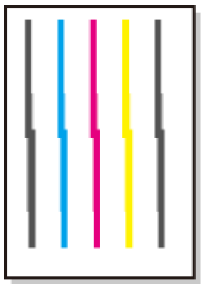
If vertical lines in printed documents are warped or colors are out of alignment, execute **Head Posi. Adj.**. The printer will print and read a test pattern, and the Printhead position will be adjusted automatically.
There are two modes for automatic Printhead adjustment: **Standard** and **Simple**.

- **Standard**

  Execute if vertical lines in printed material are warped or colors are out of alignment.
  Furthermore, if **Simple** does not improve printing, try **Standard**.

- **Simple**

  Executes simple adjustment in a short time.
  Execute this when frequently adjusting the printhead, such as during daily inspection.





Important
- This function is not available with **CAD Tracing Paper**, **CAD Translucent Matte Film**, or **CAD Clear Film**.
- If adjustment is not possible as expected using special media, try another type of paper, or try **Manual** adjustment.
  (See "Manual Adjustment to Straighten Lines and Colors.") →User's Guide

Note
- Because the results of adjustment vary depending on the type of paper used for adjustment, use the same type of paper as you will use for printing.
- If **Standard** does not improve printing, try adjusting the printhead manually.
  (See "Manual Adjustment to Straighten Lines and Colors.") →User's Guide
- If the printhead position was not adjusted during initial setup or when the printhead was replaced, execute **Initial adjustmt**.
  (See "Adjustment When Installing the Printhead.") →User's Guide
- Advanced adjustment can enable superior printing quality when printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper.
  (See "Enhancing Printing Quality.") →User's Guide

Items to Prepare

When Using Rolls	An unused roll at least 254.0 mm (10.00 in) wide
When Using Sheets	**Standard** : Six sheets of unused paper, A4/Letter size (or one sheet when using A2) **Simple**: One sheet of unused paper, A4/Letter size

Perform adjustment as follows.

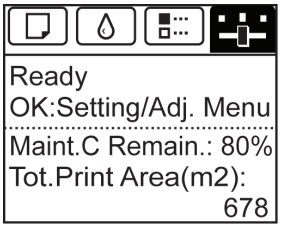
1 Load paper.

- Attaching the Roll Holder to Rolls →P.9
- Loading Rolls in the Printer →P.11
- Loading Sheets in the Printer →P.18

Important

- Always make sure the loaded paper matches the type of paper specified on the printer. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

2 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ( ).



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.

5 Press ▲ or ▼ to select **Head Posi. Adj.**, and then press the **OK** button.

6 Press ▲ or ▼ to select **Standard** or **Simple**, and then press the **OK** button.
A test pattern is printed for adjustment.
Adjustment is now finished if you have printed on a roll.

7 If you are printing on cut sheets, a confirmation message is displayed on the Display Screen asking you whether to continue printing.
Press the **OK** button and follow the instructions on the Display Screen.

Adjusting the feed amount

Selecting a Feed Amount Adjustment Method 99
Adjusting Line Length 100

Selecting a Feed Amount Adjustment Method

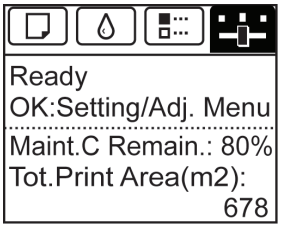
There are two methods of adjusting the paper feed amount, **Print Quality** and **Print Length**, either of which will be applied during printing.
Since the method that is applied during printing is determined from the value of the **Adj. Priority** setting, configure the **Adj. Priority** to match the print target.

- **Print Quality** : Adjusts the feed amount to reduce banding across the sheet in printed documents.
  Adj. Quality settings are applied. When **Adj. Fine Feed** is executed, the **Adj. Fine Feed** settings are applied in addition to the **Adj. Quality** settings.
- **Print Length** : Adjusts the feed amount for better accuracy of lines in printed documents.
  The settings of **A:High** or **B:Standard/Draft** in **Adjust Length** are applied.
- **Automatic**: **Print Quality** or **Print Length** is selected, depending on **Print Priority** as selected in the printer driver at the time of printing.

Note
- Either **A:High** or **B:Standard/Draft** in the **Adjust Length** menu is applied, depending on printer driver settings at the time of printing.

Follow these steps to configure the settings.

1. Load the paper.
   - Attaching the Roll Holder to Rolls →P.9
   - Loading Rolls in the Printer →P.11
   - Loading Sheets in the Printer →P.18
2. On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ( ).



Note
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

3. Press the **OK** button.
   The **Set./Adj. Menu** is displayed.
4. Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.
5. Press ▲ or ▼ to select **Feed Priority**, and then press the **OK** button.
6. Press ▲ or ▼ to select **Adj. Priority**, and then press the **OK** button.
7. Press ▲ or ▼ to select **Automatic**, **Print Quality**, or **Print Length**, and then press the **OK** button.

Adjusting Line Length

To ensure that lines in CAD drawings are printed at exactly the right length, use **Adjust Length** to adjust the amount that paper is advanced.
There are two options in **Adjust Length** : **AdjustmentPrint** and **Change Settings**.

- **AdjustmentPrint**
  After a test pattern is printed, you will measure the discrepancy based on the results of printing.
- **Change Settings**
  No test pattern is printed. Instead, you will measure a document already printed to determine the discrepancy.

Additionally, two modes are available in both **AdjustmentPrint** and **Change Settings** : **A:High** or **B:Standard/Draft**. Choose the mode that suits your particular printing application.

- **A:High**
  This setting is applied when **Highest quality** or **High** is selected in **Print Quality** in the printer driver.
- **B:Standard/Draft**
  This setting is applied when **Standard** or **Fast** is selected in **Print Quality** in the printer driver.

Note
- We recommend executing the adjustment if you have changed the paper type or paper size.
- Always check the **Adj. Priority** values before using **Adjust Length**. (See "Selecting a Feed Amount Adjustment Method.") →P.99

Paper to Prepare

When Using Rolls	• An unused roll at least 254.0 mm (10.00 in) wide • High-precision ruler
When Using Sheets	• One sheet of unused paper of at least A4/Letter size • High-precision ruler

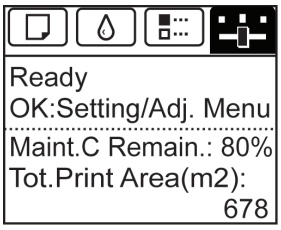
Perform adjustment as follows.

1 Load the paper.

- Attaching the Roll Holder to Rolls →P.9
- Loading Rolls in the Printer →P.11
- Loading Sheets in the Printer →P.18

Important
- Always make sure the loaded paper matches the type of paper specified. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

2 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ( ).



Note
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

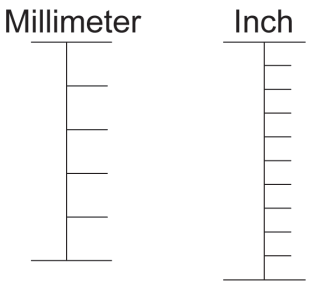
3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.

5 Press ▲ or ▼ to select **Feed Priority**, and then press the **OK** button.

6 Press ▲ or ▼ to select **Adjust Length**, and then press the **OK** button.

7 Press ▲ or ▼ to select **AdjustmentPrint** or **Change Settings**, and then press the **OK** button.
When you select **AdjustmentPrint**, a test pattern is printed for you to measure the scale and calculate the discrepancy. The scale bar prints **Millimeter** in 50 mm increments and **Inch** in 1-inch increments.



Note
- A test pattern is printed in black when you choose **A:High** or in magenta if you choose **B:Standard/Draft**.
- To cancel printing the test pattern for adjustment, hold down the **Stop** button. When "**Stop printing?**" is displayed, press ▲ or ▼ to select "**Yes**", and then press the **OK** button.

8 Press ▲ or ▼ to enter the amount of discrepancy, and then press the **OK** button.
If the scale is shorter than the actual size, use a positive setting value. If it is longer, use a negative value. The feed amount can be adjusted in 0.02% increments.

Troubleshooting

Problems Regarding Paper

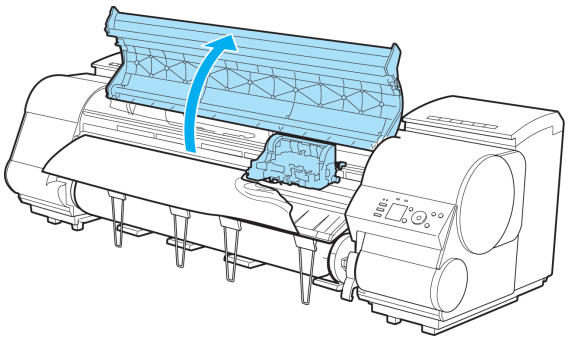
Clearing Jammed Roll Paper 102
Clearing a Jammed Sheet 105
Roll paper cannot be inserted into the paper feed slot 108
Cannot load sheets 108
Paper is not cut straight 108
Paper is not cut 109
The media take-up unit continues rotating 109
The size of clear film cannot be detected 110
Margins are wide 110
When printing on thin roll paper, the printed surface becomes scratched 110

Clearing Jammed Roll Paper

If roll paper jams, follow the steps below to remove jams.

1 Turn the printer off. (See "Turning the Printer On and Off.") →User's Guide

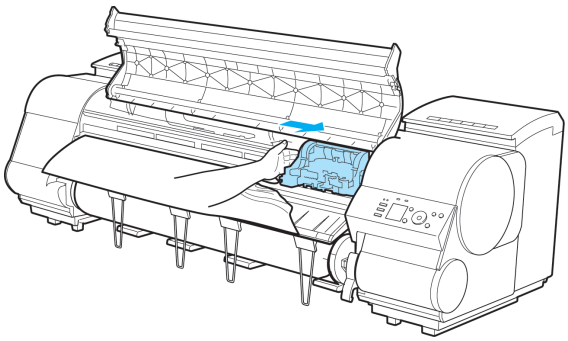
2 Open the Top Cover.



Note

- If the leading edge of the roll jams in the carriage such as when the paper curls strongly, you may be able to avoid paper jamming by setting the roll cutting method to Manual and setting the detection of paper leading edge to [Off].
  (See "Specifying the Cutting Method for Rolls.") →User's Guide

3 If the Carriage is out, move the Carriage out of the way, away from the paper.

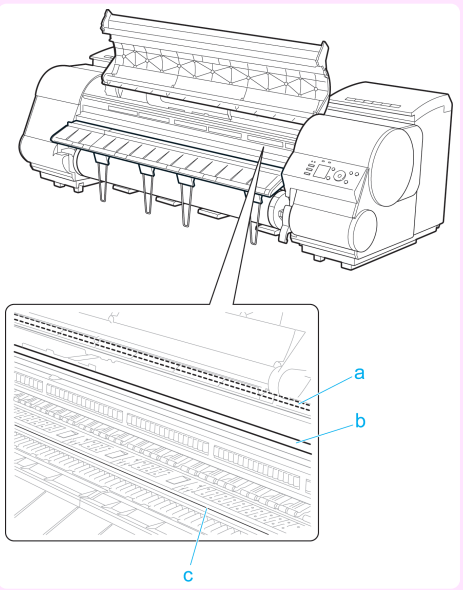


Caution

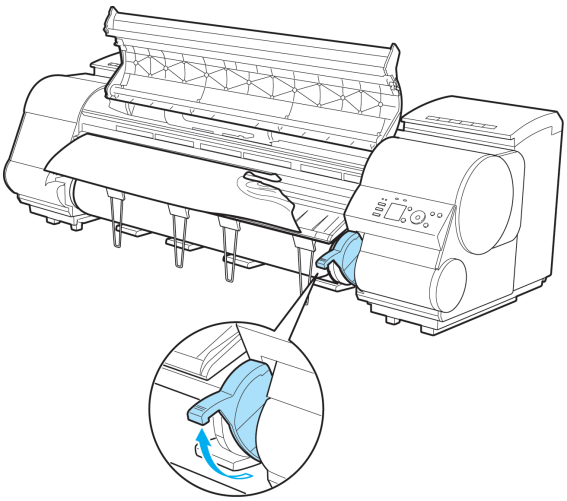
- If you push the Carriage to the left edge, the blade of the Cutter Unit will be lowered in preparation to cut the paper. Be careful not to pinch your fingers between the Carriage and Platen if you have pushed the Carriage to the left edge or if a paper jam occurs during cutting.

Important

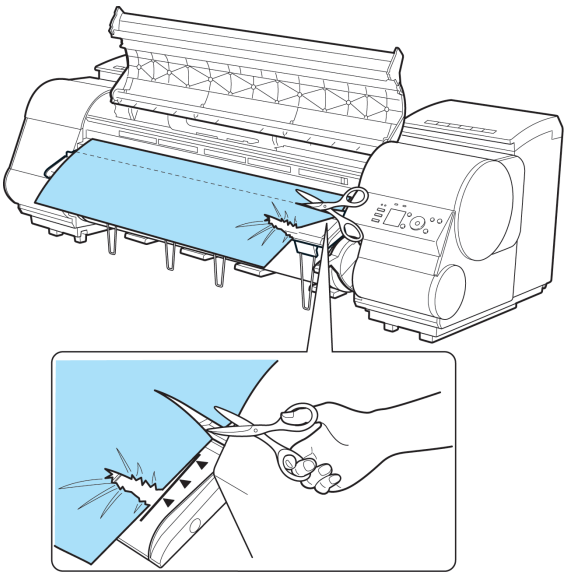
- Do not touch the Linear Scale (a), Carriage Shaft (b), or Fixed Blade (c), This may stain your hands and damage the printer.



4 Lift the Release Lever.



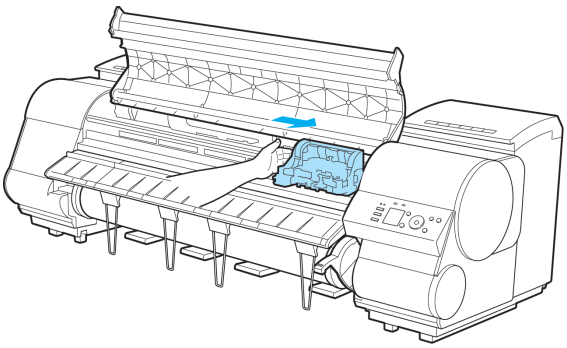
5 Holding the paper on both sides, pull the jammed portion out toward the front. Use scissors or a cutting tool to cut away the printed or wrinkled portion.



Caution

- When cutting paper, be careful to avoid injury or damage to the printer.

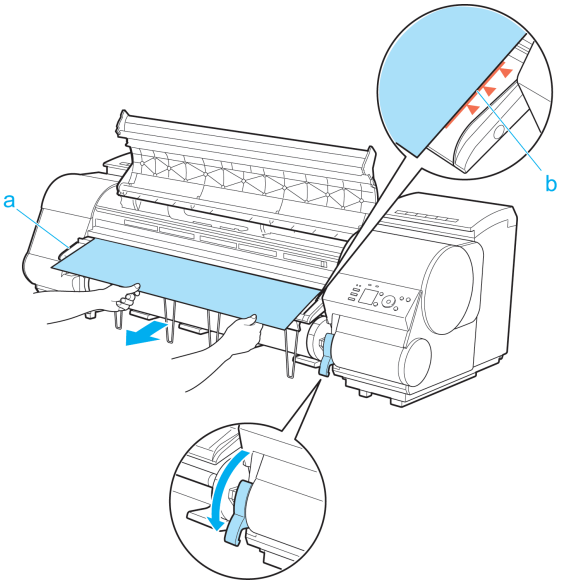
6 If the Carriage is on the left, move the Carriage to the right until it stops.



Important

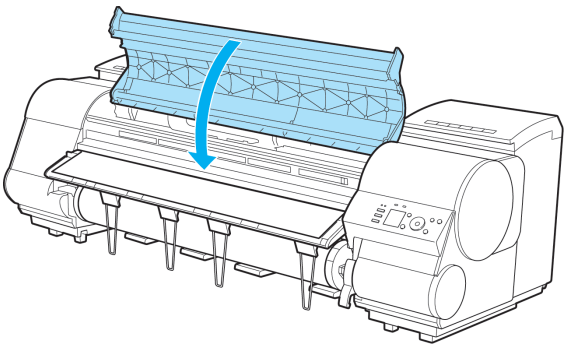
- Always move the Carriage to the right side. If the Carriage is on the left, a Carriage error may occur when you turn on the printer.

7 Hold the edge of the roll paper in the middle as you gently pull it evenly to the position of the Ejection Guide (a). Align the right side of the roll paper with the Paper Alignment Line (b), keeping this side parallel to the line, and then lower the Release Lever.



Important
- Do not force the roll paper into alignment with the Paper Alignment Line (b). This may prevent the paper from being advanced straight.

8 Close the Top Cover.



9 Turn the printer on. (See "Turning the Printer On and Off.") →User's Guide
The roll is advanced and the printer is ready to print.

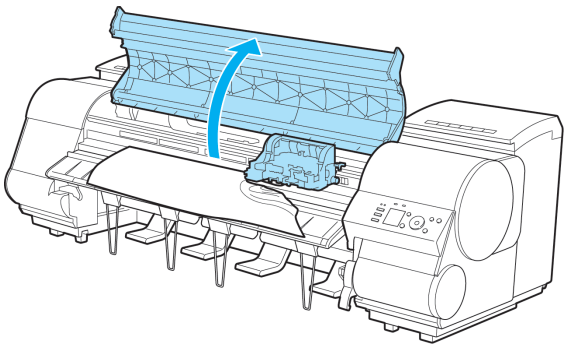
Note
- For a neater edge, press the **Cut** button, select **Yes**, and cut the edge. (See "Specifying the Cutting Method for Rolls.") →User's Guide

Clearing a Jammed Sheet

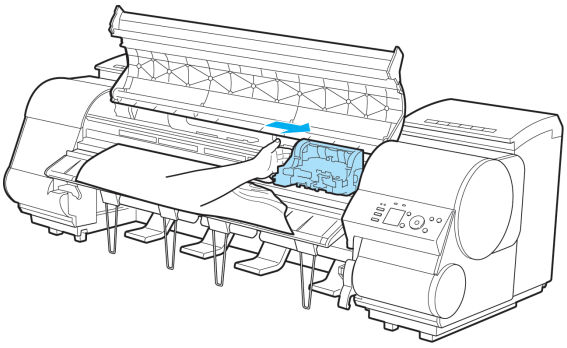
If a sheet jams, follow the steps below to remove it.

1 Turn the printer off. (See "Turning the Printer On and Off.") →User's Guide

2 Open the Top Cover.



3 If the Carriage is out, move the Carriage out of the way, away from the paper.

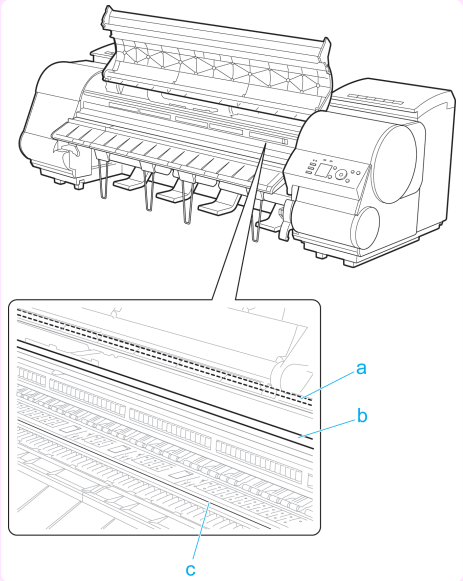


Caution

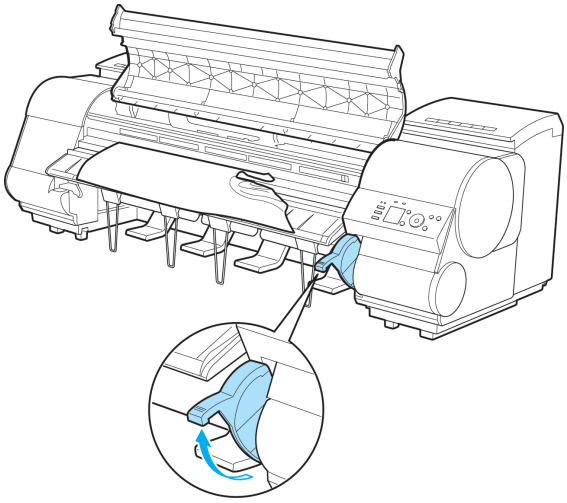
- If you push the Carriage to the left edge, the blade of the Cutter Unit will be lowered in preparation to cut the paper. Be careful not to pinch your fingers between the Carriage and Platen if you have pushed the Carriage to the left edge or if a paper jam occurs during cutting.

Important

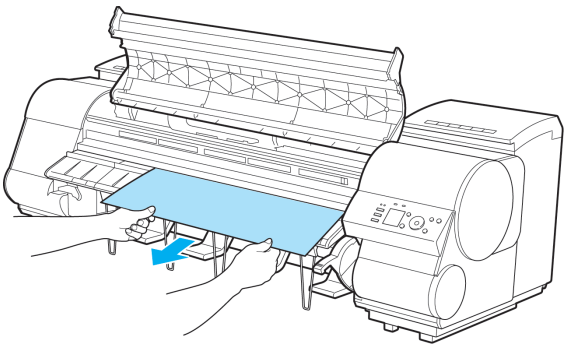
- Do not touch the Linear Scale (a), Carriage Shaft (b), or Fixed Blade (c). This may stain your hands and damage the printer.



4 Lift the Release Lever.

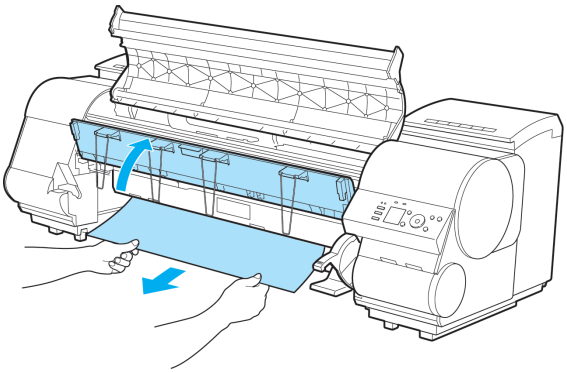


5 If the paper is visible, hold the paper and pull it out toward the front.

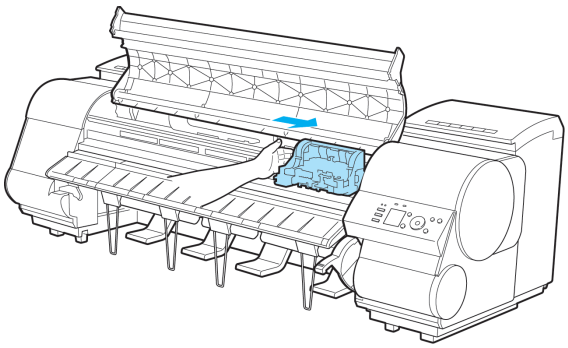


6 If the paper is not visible, lift the Ejection Guide, remove the Roll Holder, and clear the paper jam from below.

After removing the paper, make sure there are no other scraps of paper in the printer, and then lower the Ejection Guide.



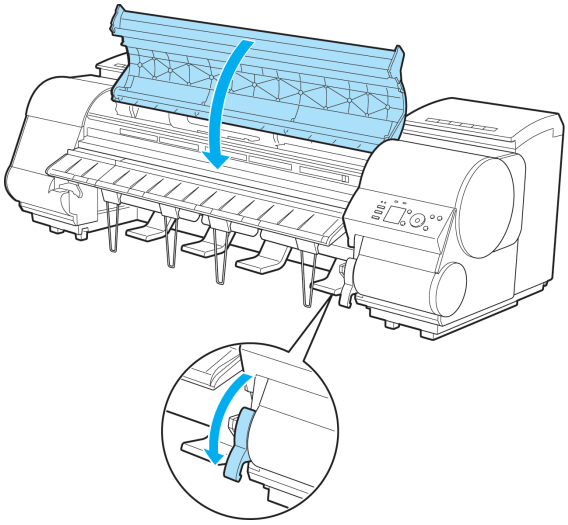
7 If the Carriage is on the left, move the Carriage to the right until it stops.



Important

- Always move the Carriage to the right side. If the Carriage is on the left, a Carriage error may occur when you turn on the printer.

8 Lower the Release Lever and close the Top Cover.



9 Turn the printer on. (See "Turning the Printer On and Off.") →User's Guide

Roll paper cannot be inserted into the paper feed slot

Cause	Corrective Action
The roll paper is warped.	Straighten out curls and reload the roll.
Paper is jammed by the paper feed slot.	Remove the jammed paper. (See "Clearing Jammed Roll Paper.") →P.102 (See "Clearing a Jammed Sheet.") →P.105
The paper source selection is incorrect.	Press the **Load** button and select the paper source.

Cannot load sheets

Cause	Corrective Action
The paper source selection is incorrect.	Press the **Load** button and select the paper source.

Paper is not cut straight

Cause	Corrective Action
The paper is bent or curled at the cut position.	Straighten out any curling by the edges of the paper.

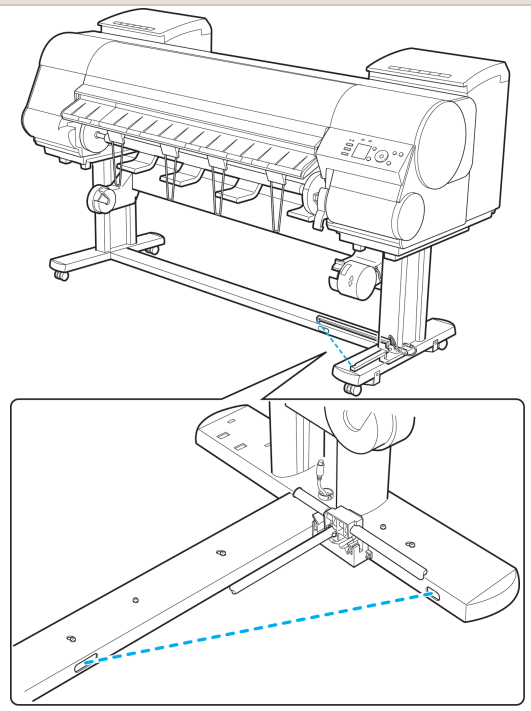
Cause	Corrective Action
Paper rises by the ends of the cut position before it is cut.	Reload the paper correctly.
You are using paper that cannot be cut with the Cutter Unit.	Specify **Manual** in **Cutting Mode** in the Control Panel menu and use scissors or a cutting tool to cut the roll after printing. (See "Specifying the Cutting Method for Rolls.") →User's Guide
The Cutter Unit is not installed correctly.	Reinstall the Cutter Unit correctly. (See "Replacing the Cutter Unit.") →P.42
The Cutter Unit blade is worn out.	Replace the Cutter Unit. (See "Replacing the Cutter Unit.") →P.42
Cut Speed is not configured correctly in the Control Panel menu.	Change the **Cut Speed** setting in the Control Panel menu. (See "Menu Structure.") →P.62
During cutting, printed documents fall out at an angle.	In the Control Panel menu, set **Cutting Mode** to **Eject**. Hold documents after printing, as they are cut. (See "Specifying the Cutting Method for Rolls.") →User's Guide

Paper is not cut

Cause	Corrective Action
In the printer driver, **No** or **Print Cut Guideline** is specified in **Automatic Cutting**.	Specify **Yes** in **Automatic Cutting** in the printer driver. (See "Page Setup Sheet (Windows).") →User's Guide (See "Paper Detailed Settings Dialog Box (Mac OS X).") →User's Guide
In the Control Panel menu, **Cutting Mode** is set to **Eject** or **Manual**.	If the **Cutting Mode** is **Eject**, press the **Cut** button to cut the paper. If the **Cutting Mode** is **Manual**, cut rolls with scissors or the like. (See "Specifying the Cutting Method for Rolls.") →User's Guide
The Cutter Unit is not installed.	Install the Cutter Unit. (See "Replacing the Cutter Unit.") →P.42
Rolls are not cut when you are using the Media Take-up Unit.	Either cut the roll paper by pressing the **Cut** button or lift the Release Lever and cut the roll with scissors. (See "Removing Printed Documents from the Media Take-up Unit (Optional).") →User's Guide

The media take-up unit continues rotating

Cause	Corrective Action
There is a foreign object in the path of the Media Take-up Sensor (indicated by a dotted line).	Remove the foreign object from the Media Take-up Sensor path. Arrange the Basket Cloth and Basket Rod so they do not interfere with the Media Take-up Sensor.

Cause	Corrective Action
	Remove the foreign object from the Media Take-up Sensor path. Arrange the Basket Cloth and Basket Rod so they do not interfere with the Media Take-up Sensor.
The Media Take-up Sensor cord is not connected to the Right Media Take-up Unit correctly.	Reconnect the Media Take-up Sensor cord as follows. 1. Turn the printer off. 2. Disconnect the Media Take-up Sensor cord from the Right Media Take-up Unit and reconnect it firmly, all the way in. 3. Turn the printer on. (See "Using the Media Take-up Unit (Optional).") →User's Guide
	If the Media Take-up Unit continues rotating, contact your Canon dealer for assistance.

The size of clear film cannot be detected

Cause	Corrective Action
The Platen is soiled with ink or other substances.	Open the Top Cover and clean the entire Platen. (See "Cleaning Inside the Top Cover.") →P.53

Margins are wide

Cause	Corrective Action
Rolls are advanced a specific amount before cutting to prevent problems with cutting and paper ejection.	This operation is normal.

When printing on thin roll paper, the printed surface becomes scratched

Cause	Corrective Action
The roll paper has sagged during printing, scratching the surface of the paper and causing wrinkle creases in the paper.	Set **Roll Tension** to **High** in the Control Panel menu. (See "Menu Settings.") →User's Guide If you change the **Roll Tension** setting, We recommend that you perform **Adj. Quality**. (See "Automatic Banding Adjustment.") →User's Guide

Printing does not start

The Data lamp on the Control Panel does not light up 111
The printer does not respond even if print jobs are sent 111
Ink Filling.. is displayed 111
The display screen indicates Agitating... 111

The Data lamp on the Control Panel does not light up

Cause	Corrective Action
The printer is not on.	Make sure the power cord is securely plugged in, all the way. Press the **Power** button to turn on the printer.
The target printer was not selected when printing.	In Windows, select the printer by clicking **Select Printer** or **Printer** in the printing dialog box and try printing again.
	In Mac OS X, open the dialog box of the printer driver, select the printer from the list of **Printer**, and try printing again.
The print job is paused.	In Windows, restart the print job as follows. 1. Select the printer icon in the **Printers and Faxes** (or **Printers**) window. 2. Clear **Pause Printing** in the **File** menu to restart the print job.
	In Mac OS X, restart the print job as follows. 1. Click **Print & Fax**. (This is identified as **Printer Setup Utility** or **Print Center** in other versions of Mac OS X.) 2. Select the printer, and then **Resume Printer** (or **Start Jobs**) in the **Printers** menu to restart the print job.

The printer does not respond even if print jobs are sent

Cause	Corrective Action
In the Control Panel menu, **Pause Print** is **On**.	Set **Pause Print** to **Off**. (See "Pausing Printing.") →User's Guide
You have selected **Save in mail box** in **Output Method** on the printer.	Print the job saved on the printer's hard disk. (See "Printing Saved Jobs.") →User's Guide
Print jobs are pending.	Manage the jobs on hold and print as needed. (See "Managing Pending Jobs (Printing or Deleting Jobs on Hold).") →User's Guide

Ink Filling.. is displayed

Cause	Corrective Action
The printer was forced off during operation.	Wait until the system has been filled with ink. This process may take about nine minutes.

The display screen indicates Agitating...

Cause	Corrective Action
Ink agitation is in progress.	Please wait until ink agitation is finished. The time for agitation varies depending on how long the printer was off. (Between about a minute and a half to twenty minutes.)

The printer stops during a print job

An error message is shown on the Display Screen 112
The printer ejects blank, unprinted paper 112

An error message is shown on the Display Screen

Cause	Corrective Action
An error message is displayed during printing.	Check the error message and take action as necessary. (See "Error Messages.") →P.154
The last portion of roll paper was used during a print job, and paper could not be advanced because the trailing edge is taped to the roll.	Remove the used roll and insert a new roll. (See "Removing the Roll from the Printer.") →P.15 (See "Removing the Roll Holder from Rolls.") →User's Guide (See "Loading and Printing on Rolls.") →User's Guide

The printer ejects blank, unprinted paper

Cause	Corrective Action
The leading edge of the roll paper was cut to straighten it.	The leading edge of rolls may be cut to straighten it if **Trim Edge First** is set to a value other than **Off** in the Control Panel menu. (See "Cutting the Leading Edge of Roll Paper Automatically.") →User's Guide
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and make sure the Printhead is in good condition for printing. (See "Checking for Nozzle Clogging.") →User's Guide
A print job was received from an in-compatible printer driver.	Use the correct imagePROGRAF printer driver for the printer and try printing again.
The printer is damaged.	Contact your Canon dealer for assistance.

Problems with the printing quality

Printing is faint 113
Paper rubs against the printhead 113
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Printing is faint

Cause	Corrective Action
You may be printing on the wrong side of the paper.	Print on the printing surface.
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") →User's Guide
Because the printer was left without ink tanks installed for some time, ink has become clogged in the ink supply system.	After the ink tanks have been installed for 24 hours, run **Head Cleaning B** from the Control Panel. (See "Cleaning the Printhead.") →P.55
Paper is jammed inside the Top Cover.	Follow the steps below to remove the jammed piece of paper inside the Top Cover. 1. Open the Top Cover and make sure the Carriage is not over the Platen. 2. Remove any scraps of paper inside the Top Cover. (See "Clearing Jammed Roll Paper.") →P.102 (See "Clearing a Jammed Sheet.") →P.105 3. Close the Top Cover.
The ink was not dry when paper was cut.	Specify a longer drying period in the Control Panel menu, in **Paper Details** > **Roll DryingTime**. (See "Menu Settings.") →User's Guide
Printing may be faint if **Print Quality** in **Advanced Settings** in the printer driver is set to **Standard** or **Fast**.	In **Advanced Settings** of the printer driver, choose **Highest quality** or **High** in **Print Quality**. Printing in **Fast** or **Standard** mode is faster and consumes less ink than in **Highest quality** or **High** modes, but the printing quality is lower. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide
You are printing on paper that tends to generate dust when cut.	In the Control Panel menu, set **CutDustReduct.** in **Paper Details** to **On**. (See "Reducing Dust from Cutting Rolls.") →User's Guide

Paper rubs against the printhead

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer.

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Paper has been loaded incorrectly, causing it to wrinkle.	Reload the paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
The Printhead is set too low in the Control Panel menu.	In the Control Panel menu, set **Head Height** to **Automatic**. (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.	When printing on **Canon Heavyweight Coated Paper** or other paper-based media, choose a **VacuumStrngth** setting of **Strong** or **Strongest** in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher **Head Height** setting. (See "Adjusting the Vacuum Strength.") →User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
	When printing on **CAD Tracing Paper** or other film-based media, choose a **VacuumStrngth** setting of **Standard**, **Strong**, or **Strongest** in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher **Head Height** setting. (See "Adjusting the Vacuum Strength.") →User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
	When printing on paper 0.1 mm (0.004 in) thick or less, choose a **VacuumStrngth** setting of **Weakest** in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher **Head Height** setting. (See "Adjusting the Vacuum Strength.") →User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
When you have loaded paper, the paper you have loaded does not match the type selected on the Control Panel.	Be sure to select the correct type of paper in the Control Panel menu when loading paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
Since the leading edge of the paper strongly warps upward or ripples, the leading edge of the paper rubs against the printhead.	Set **Cutting Mode** to **Manual** on the Control Panel menu, and select **Off** for the paper leading edge detection setting. In this case, when keeping track of the amount of roll paper left, set **ManageRemainRoll** to **Off** before loading the roll paper and then set **ManageRemainRoll** to **On** after loading the roll paper. (See "Specifying the Cutting Method for Rolls.") →User's Guide (See "Keeping Track of the Amount of Roll Paper Left.") →User's Guide

The edges of the paper are dirty

Cause	Corrective Action
The Platen has become dirty after borderless printing or printing on small paper.	Open the Top Cover and clean the Platen. (See "Cleaning Inside the Top Cover.") →P.53
The type of paper as specified on the printer does not match the type specified in the printer driver.	Make sure the same type of paper is specified on the printer as in the printer driver. (See "Changing the Type of Paper.") →User's Guide
	Make sure the same paper type is specified in the printer driver as on the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
The paper is wrinkled or warped.	Straighten out the wrinkles or curls and reload the paper. Do not use paper that has been printed on previously. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
A cut line is printed because **CutDustReduct.** is **On** in the Control Panel menu to reduce cutting dust.	If this function is not needed, set **CutDustReduct.** to **Off** in the Control Panel menu. (See "Menu Settings.") →User's Guide
The Printhead is set too low in the Control Panel menu.	In the Control Panel menu, set **Head Height** to **Automatic**. (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide

Cause	Corrective Action
You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.	When printing on **Canon Heavyweight Coated Paper** or other paper-based media, choose a **VacuumStrngth** setting of **Strong** or **Strongest** in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher **Head Height** setting. (See "Adjusting the Vacuum Strength.") →User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
	When printing on **CAD Tracing Paper** or other film-based media, choose a **VacuumStrngth** setting of **Standard**, **Strong**, or **Strongest** in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher **Head Height** setting. (See "Adjusting the Vacuum Strength.") →User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
The Ejection Guide is soiled.	Clean the Ejection Guide. (See "Cleaning the Printer Exterior.") →User's Guide

The surface of the paper is dirty

Cause	Corrective Action
The Paper Retainer is soiled.	Clean the Paper Retainer. (See "Cleaning Inside the Top Cover.") →P.53
You are using a paper that does not dry easily.	In the Control Panel menu, set **Roll DryingTime** to at least **1 min.** (See "Menu Settings.") →User's Guide
	When paper that does not dry easily is used for printing, it may curl during printing and touch the Output Tray. In this case, in the Control Panel menu, complete the settings for **Dry time** and **Area** in **Scan Wait Time**. However, note that printing will now take longer. (See "Menu Settings.") →User's Guide

The back side of the paper is dirty

Cause	Corrective Action
The Platen has become dirty after borderless printing or printing on small paper.	Open the Top Cover and clean the Platen. (See "Cleaning Inside the Top Cover.") →P.53
	In the Control Panel menu, set **CarriageScanWdth** to **Fixed**. (See "Menu Settings.") →User's Guide
The Platen has become soiled because you have set **Width Detection** to **Off** in the Control Panel menu.	Set **Width Detection** to **On** in the Control Panel menu, and then open the Top Cover and clean the Platen. (See "Cleaning Inside the Top Cover.") →P.53
	Open the Top Cover and clean the Platen. After this, manually advance the roll onto the Platen before printing. (See "Cleaning Inside the Top Cover.") →P.53 (See "Feeding Roll Paper Manually.") →User's Guide
The Platen suction is too strong.	In the Control Panel menu, reduce the level of **VacuumStrngth**. (See "Adjusting the Vacuum Strength.") →User's Guide
BordlessOversize is set to **Standard** in the Control Panel menu.	Set **BordlessOversize** to **Little** in the Control Panel menu. (See "Menu Settings.") →User's Guide

Immediately after borderless printing, the trailing edge margin is soiled during regular printing

Cause	Corrective Action
Depending on your printing environment, after borderless printing in which the leading and trailing edge of the roll is cut automatically, any ink adhering to the cutter unit may rub off on the next printed document.	Follow these steps to change the **Between Pages** setting of **Drying Time** to a value between about 30 seconds and 3 minutes before trying borderless printing again. 1. On the **Main** sheet of the printer driver, click **Advanced Settings** by **Media Type**. 2. Select an ink drying time in the list for the **Between Pages** setting of **Drying Time**.

Printed colors are inaccurate

Cause	Corrective Action
Color adjustment has not been activated in the **Advanced Settings** of the printer driver.	In the **Advanced Settings** of the printer driver, access **Color Settings** in **Color Mode** to adjust colors.
Colors have not been adjusted on the computer or monitor.	Refer to the computer and monitor documentation to adjust the colors.
	Adjust the settings of the color management software, referring to the software documentation as needed.
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") →User's Guide
In the Windows printer driver, **Application Color Matching Priority** is not selected.	Click **Special Settings** on the **Layout** sheet of the printer driver and select **Application Color Matching Priority** in the dialog box.
There may be a slight difference in how colors are printed after Printhead replacement because of individual variation among printheads.	Execute color calibration.
Printhead characteristics gradually change through repeated use, and colors may change.	Execute color calibration.
Color may change slightly even on the same model of printer if you use a different version of the firmware or printer driver, or when you print under different settings or in a different printing environment.	Follow these steps to prepare the printing environment. 1. Use the same version of firmware or printer driver. 2. Specify the same value for all settings items. 3. Execute color calibration.
When reinstalling the printer driver, you changed the region selection of the Media Configuration Tool. Changing the region selection of the Media Configuration Tool deletes the region-specific paper information originally registered on the printer before installation. Using paper with deleted information when executing color calibration will prevent the resulting calibration adjustment value from being applied to all other types of the paper.	Prepare paper compatible with calibration in the newly selected region and perform calibration again.

Banding in different colors occurs

Cause	Corrective Action
The paper feed amount is out of adjustment.	Adjust the feed amount. (See "Adjusting the Feed Amount.") →User's Guide
Printing does not proceed smoothly because print jobs are interrupted during transmission.	Exit other applications and cancel other print jobs.
In the Control Panel menu, **Adj. Priority** is set to **Print Length**.	Setting **Adj. Priority** to **Print Quality** in the Control Panel menu and adjusting the feed amount may improve results. (See "Adjusting the Feed Amount.") →User's Guide
The Printhead is out of alignment.	Adjust the Printhead alignment.

Cause	Corrective Action
The Printhead is out of alignment.	(See "Automatic Adjustment to Straighten Lines and Colors.") →P.97
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") →User's Guide
Streaks may occur if you set the **Print Quality** too low.	Choose a higher level of **Print Quality** in the **Advanced Settings** of the printer driver and try printing again. Printing in **Fast** or **Standard** mode is faster and consumes less ink than in **Highest quality** or **High** modes, but the printing quality is lower. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Colors in printed images are uneven

Cause	Corrective Action
Line Drawing/Text is selected when printing images in many solid colors.	In **Print Priority** in the **Advanced Settings** of the printer driver, choose **Image**.
You are printing on paper that curls easily.	Printed colors may appear uneven on the leading edge of paper that is susceptible to curling. Select a stronger level in **VacuumStrngth** in the Control Panel menu to increase suction against the paper, or specify a leading margin of 20 mm (0.79 in) or more. (See "Adjusting the Vacuum Strength.") →User's Guide
Printed colors may be uneven if you set the **Print Quality** too low.	Choose a higher level of **Print Quality** in the **Advanced Settings** of the printer driver. Printing in **Fast** or **Standard** mode is faster and consumes less ink than in **Highest quality** or **High** modes, but the printing quality is lower. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide
Color may be uneven between dark and light image areas.	Select **Unidirectional Printing** in the **Advanced Settings** of the printer driver.
When borderless printing is used, the edge of the paper is cut during printing. Thus, ink density may be slightly uneven at the leading edges.	Specify **No** in **Automatic Cutting** in the printer driver before printing. In this case, the paper can be printed without borders on the left and right sides only. Cut the printed document ejected from the printer, and then use scissors or a cutting tool to cut away the edges on the top and bottom.
	Choose a higher level of **Print Quality** in the **Advanced Settings** of the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide
The Printhead is out of alignment.	Adjust the Printhead alignment. (See "Automatic Adjustment to Straighten Lines and Colors.") →P.97
Allowing printed documents to dry on top of each other may cause uneven colors.	To avoid uneven colors, we recommend drying each sheet separately.
Density may be uneven if you use Glossy Paper or **Canon Coated Paper**.	In **Advanced Settings** of the printer driver, choose **Highest quality** or **High** in **Print Quality**.
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Scan Wait Time > **Area** in the Control Panel menu is set to **Leading edge**.	When **Scan Wait Time** > **Area** is set to **Leading edge**, colors may be uneven 110–160 mm from the leading edge. (The position varies depending on the **Print Quality** setting.)

Cause	Corrective Action
Scan Wait Time > **Area** in the Control Panel menu is set to **Leading edge**.	In this case, select **Scan Wait Time** > **Area** > **Entire area**. However, note that printing will now take longer. (See "Menu Settings.") →User's Guide

Image edges are blurred or white banding occurs

Cause	Corrective Action
The Platen suction is too strong.	In the Control Panel menu, reduce the level of **VacuumStrngth**. (See "Adjusting the Vacuum Strength.") →User's Guide
	Close the blue Switch on the platen so that it matches the paper size. (See "Setting the Blue Switch on the Platen.") →P.118
Incorrect Printhead alignment value.	When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (See "Enhancing Printing Quality.") →User's Guide
	In the Control Panel menu, set **Head Height** to a lower height. (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Setting the Blue Switch on the Platen

If printed documents exhibit the following symptoms, adjust the setting of the blue Switch on the Platen.

- Image edges are blurred
- Image edges are affected by white banding

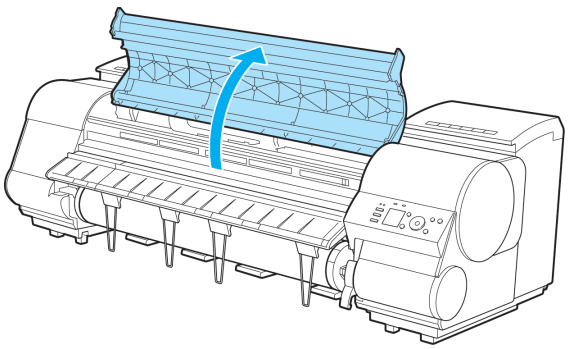
Important

- Always set all of the blue Switches on the Platen to the ● side for borderless printing. If the Switch are not set correctly, the print quality may deteriorate.

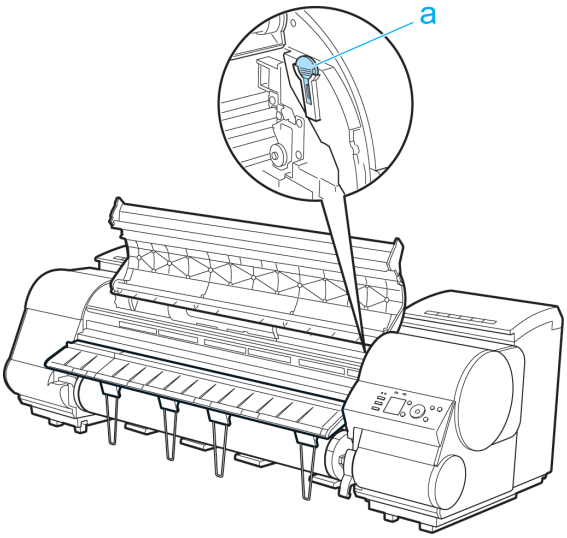
1 Remove any loaded paper that will not be used.

- Rolls (See "Removing the Roll from the Printer.") →P.15
- Sheet (See "Removing Sheets.") →P.21

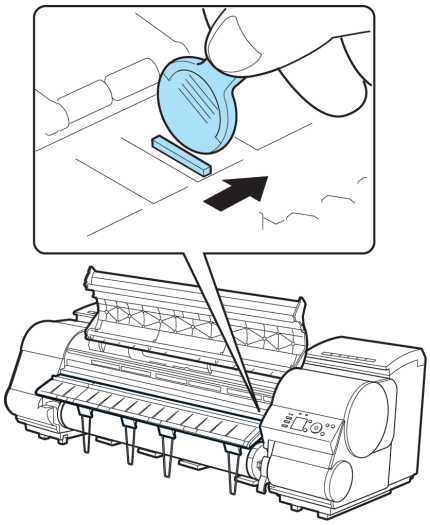
2 Open the Top Cover.



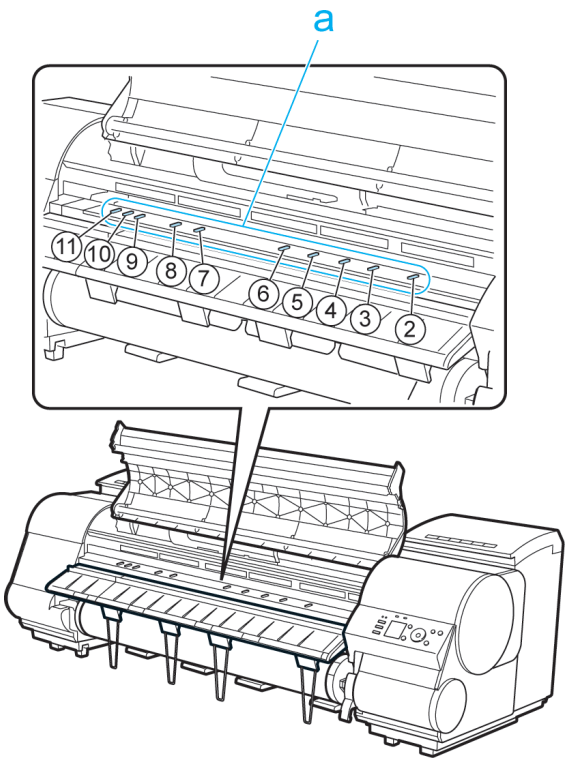
3 Remove the Cleaning Brush (a).



4 Using the back of the Cleaning Brush, move the first Switch to the side opposite ●.



5 Refer to the following table to confirm the number on the Platen (a) that corresponds to the size of paper for printing.

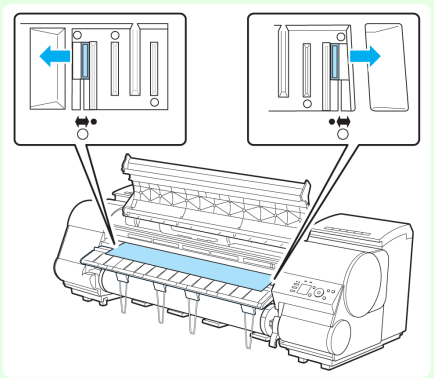


Number	Dimensions
2	254.0 mm (10.00 in)
3	355.6 mm (14.00 in)
4	431.8 mm (17.00 in)
5	515.0 mm (JIS B2 or B3)
6	594.0 mm (ISO A1 or A2) or 609.6 mm (24.00 in)
7	841.0 mm (ISO A0 or A1)
8	914.4 mm (36.00 in)
9	1030.0 mm (JIS B0 or B1)
10	1066.8 mm (42.00 in)
11	1117.6 mm (44.00 in)

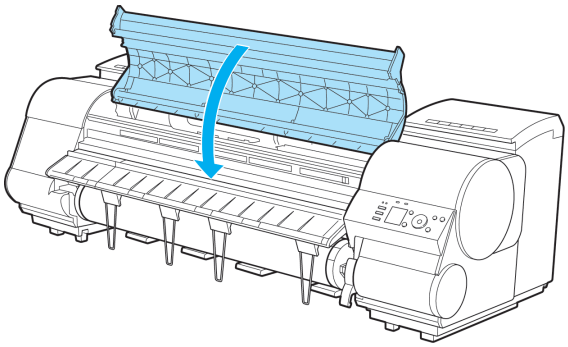
6 Using the back of the Cleaning Brush, move the Switch to the side opposite ●, corresponding to the size of the paper for printing.
In this case, note that you will move the switch in the opposite direction from the direction in step 4.

Note

- The Switch only moves number 1 and the number that matches the paper size. Set all of the switches where the number does not match the paper size in switches number 2 and higher to the ● side.



7 Close the Top Cover.



The contrast becomes uneven during printing

Cause	Corrective Action
The paper feed amount is out of adjustment.	Adjust the feed amount. (See "Adjusting the Feed Amount.") →User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

The length of printed images is inaccurate in the feeding direction

Cause	Corrective Action
In the Control Panel menu, **Adj. Priority** is set to **Print Quality**.	Set **Adj. Priority** to **Print Length** in the Control Panel menu, and then execute **Adjust Length**. (See "Adjusting the Feed Amount.") →User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer.

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Images are printed crooked

Cause	Corrective Action
In the Control Panel menu, **Skew Check Lv.** is set to **Loose** or **Off**.	In the Control Panel menu, set **Skew Check Lv.** to **Standard**. (See "Menu Settings.") →User's Guide
In the Control Panel menu, **Width Detection** is set to **Off**.	Set **Width Detection** to **On** in the Control Panel menu. (See "Menu Settings.") →User's Guide
Roll paper is loaded askew.	If there is a gap between the roll paper and roll holder, reload the roll. (See "Attaching the Roll Holder to Rolls.") →P.9 (See "Loading Rolls in the Printer.") →P.11

Documents are printed in monochrome

Cause	Corrective Action
In the **Advanced Settings** of the printer driver, **Monochrome** or **Monochrome (Photo)**, is specified in **Color Mode**.	In the **Advanced Settings** of the printer driver, specify **Color** in **Color Mode** and try printing again.
The Printhead nozzles are clogged.	Print a test pattern to check the color ink nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") →User's Guide

Line thickness is not uniform

Cause	Corrective Action
In the **Special Settings** dialog box of the Windows printer driver, **Fast Graphic Process** is selected.	Access the printer driver **Properties** dialog box from **Print** in the **File** menu of the source application, and follow these steps to print. 1. Clear the option **Open Preview When Print Job Starts** on the **Main** sheet. 2. Clear the option **Page Layout** on the **Layout** sheet. 3. Click the **Special Settings** button on the **Layout** sheet to display the **Special Settings** dialog box, and then clear the option **Fast Graphic Process**.
The blue Switch on the platen is set incorrectly.	Move the Switch numbered corresponding to the size of paper for printing opposite to the ● position. (See "Setting the Blue Switch on the Platen.") →P.118
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Incorrect Printhead alignment value.	When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (See "Enhancing Printing Quality.") →User's Guide
	In the Control Panel menu, use a lower **Head Height** setting. (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
Depending on the type of paper, the thickness of printed lines may be noticeably inconsistent.	Specify **Proof** in **Print Priority** in the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide

Lines or colors are misaligned

Cause	Corrective Action
The Printhead is not being aligned correctly.	Adjust the Printhead alignment. (See "Automatic Adjustment to Straighten Lines and Colors.") →P.97 (See "Manual Adjustment to Straighten Lines and Colors.") →User's Guide
	When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (See "Enhancing Printing Quality.") →User's Guide
	In the Control Panel menu, use a lower **Head Height** setting. (See "Troubleshooting Paper Abrasion and Blurry Images.") →User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Depending on the type of paper, printed lines may be noticeably misaligned.	Specify **Proof** in **Print Priority** in the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide

Borders appear in borderless printing

Cause	Corrective Action
If borderless printing was performed at the actual size, paper wider than the page size was selected.	When performing borderless printing at the actual size, use roll paper with the same width as the width of the page size. (See "Borderless Printing at Actual Size.") →User's Guide
The printing image data has margins.	Check that the printing image data does not have any objects like crop marks and transparent objects.
Margins are configured in the application software you are using.	Check that no margins are configured in the application software you are using.
BordlessOversize is set to **Little** in the Control Panel menu.	Set **BordlessOversize** to **Standard** in the Control Panel menu. (See "Menu Settings.") →User's Guide

Cannot print over a network

Cannot connect the printer to the network 124
Cannot print over a TCP/IP network 124
Cannot print over a NetWare network 124
Cannot print over AppleTalk or Bonjour networks 125

Cannot connect the printer to the network

Cause	Corrective Action
The Ethernet cable is not connected correctly to the printer's Ethernet port.	1. Make sure the printer is connected to the network with the correct Ethernet cable, and then turn the printer on. For instructions on connecting the cable, refer to the Setup Guide. 2. Make sure the Link indicator is lit. The top and bottom indicators are lit if the printer is connected via 1000Base-T. The bottom indicator is green if the printer is connected via 100BASE-TX, and the top indicator is orange if connected via 10BASE-T. If the Link indicator is not lit, check the following points. • Make sure the hub is on. • Make sure the end of the Ethernet cable is connected correctly. Insert the Ethernet cable until it clicks and locks in place. • Make sure there is no problem with the Ethernet cable. If there is any problem, replace the Ethernet cable. • Check the communication mode with the hub. Although the printer normally detects the hub communication mode and transmission rate automatically (in auto negotiation mode), sometimes the hub settings cannot be detected. In this case, configure the connection method manually, specifying the communication mode in use. (See "Configuring the Communication Mode Manually.") →User's Guide

Cannot print over a TCP/IP network

Cause	Corrective Action
The printer's IP address is not configured correctly.	Make sure the printer's IP address is configured correctly. (See "Configuring the IP Address Using imagePROGRAF Device Setup Utility.") →User's Guide (See "Configuring the IP Address Using the Printer Control Panel.") →User's Guide
The printer's TCP/IP network settings are not configured correctly.	Make sure the printer's TCP/IP network settings are configured correctly. (See "Configuring the Printer's TCP/IP Network Settings With RemoteUI.") →User's Guide
The computer you are trying to print from is not configured correctly.	Make sure the computer's TCP/IP network settings are configured correctly. (See "Configuring the Printer Driver Destination (Windows).") →User's Guide (See "Configuring the Destination in TCP/IP Networks (Macintosh).") →User's Guide

Cannot print over a NetWare network

Cause	Corrective Action
The printer's NetWare settings are not configured correctly.	Make sure the printer's NetWare settings are configured correctly. In particular, make sure a valid frame type is selected. (See "Configuring the Printer's NetWare Network Settings With RemoteUI.") →User's Guide
The computer you are trying to print from is not configured correctly.	Make sure the computer's NetWare settings are configured correctly. (See "Configuring NetWare Network Settings.") →User's Guide
The NetWare server and services are not configured correctly.	Check the following points. 1. Make sure the NetWare file server is running. 2. Make sure there is enough free disk space on the NetWare file server. Insufficient disk space may prevent you from processing large print jobs.

Cause	Corrective Action
The NetWare server and services are not configured correctly.	3. Start NWADMIN or PCONSOLE and confirm that the print service is configured correctly and the print queue is available. 4. If data transmission to a printer on another subnet fails, deactivate NCP burst mode in that printer's network protocol settings. 5. If the printer is used in queue server mode, specify **Other/Unknown** as the printer type.
The printer was turned off and on when not disconnected from the server.	Leave the printer off for at least 30 seconds, and then restore power.

Cannot print over AppleTalk or Bonjour networks

Cause	Corrective Action
The AppleTalk protocol is not enabled on the printer.	Activate AppleTalk on the printer. (See "Configuring the Printer's AppleTalk Network Settings.") →User's Guide
The computer you are trying to print from is not configured correctly.	Make sure the computer's AppleTalk settings are configured correctly. (See "Configuring the Destination for AppleTalk Networks (Macintosh).") →User's Guide (See "Configuring the Destination for Bonjour Network (Macintosh).") →User's Guide
The computer and printer are not on the same network.	Due to the nature of Bonjour, you cannot print if the printer is on another network behind a router. Make sure the computer and printer are on the same network. For information about network settings, ask your network administrator.

Installation problems

Removing Installed Printer Drivers

Follow these steps to remove installed printer drivers and utilities.

Removing printer drivers (Windows)

Remove the printer driver as follows.

Note

- The following instructions are for Windows XP. The method of removing printer drivers varies depending on the version of Windows.

1. From the Windows **start** menu, select **Programs** > **Canon Printer Uninstaller** > **imagePROGRAF Printer Driver Uninstaller** to display the **Delete Printer** window.
2. Select the printer in the list and click **Delete**.
3. Click **Yes** after the **Warning** message is displayed.
4. Make sure that the printer has been removed from the list, and then click **Exit**.

Removing printer drivers and imagePROGRAF Printmonitor (Macintosh)

Remove the printer driver or imagePROGRAF Printmonitor as follows.

1. Insert the User Software CD-ROM provided with the printer in the CD-ROM drive.
2. Start the printer driver installer included in the User Software CD-ROM.
   Open the **OS X** folder and double-click **iPF Driver Installer X**.
3. In the upper left menu, choose **Uninstall**, and then click **Uninstall**.
4. Follow the instructions on the screen to remove the printer driver or imagePROGRAF Printmonitor.

Removing imagePROGRAF Status Monitor (Windows)

Remove imagePROGRAF Status Monitor as follows.

Note

- The following instructions are for Windows XP. The method of removing printer drivers varies depending on the version of Windows.

1. Select **Control Panel** from the **start** menu.
2. Select **Add or Remove Programs**.
3. Select **imagePROGRAF Status Monitor**, and then click the **Change/Remove** button.

Removing imagePROGRAF Device Setup Utility (Windows)

Remove imagePROGRAF Device Setup Utility as follows.

Note

- The following instructions are for Windows XP. The method of removing printer drivers varies depending on the version of Windows.

1 From the Windows **start** menu, select **Programs** > **imagePROGRAF Device Setup Utility** > **Uninstaller (imagePROGRAF Device Setup Utility)** to start the wizard.

2 In the wizard window, click **Delete**, and then click **Next**.

3 Follow the instructions on the screen to remove imagePROGRAF Device Setup Utility.

Other problems

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The printer does not go on

Cause	Corrective Action
The printer is unplugged.	Plug the power cord into the outlet, and then turn on the printer.
The specified voltage is not supplied.	Check the voltage of the outlet and breaker. (See "Specifications.") →User's Guide

The printer takes time to start up

Cause	Corrective Action
The printer may have shut down incorrectly last time. This may happen after power outages or if the printer is unplugged before it is turned off. In this case, the next time power is restored, the printer's hard disk is checked, and startup may take some time.	Please wait a while, because it may take several minutes to finish checking the hard disk. If an error message is displayed after the hard disk check, follow the instructions indicated to resolve the problem.

If the Printer Makes a Strange Sound

Cause	Corrective Action
The printer makes a sound during operation.	The following sounds do not indicate a problem with the printer. • There is a sound of suction from the Platen. To prevent paper from rising, paper is held against the Platen by suction from Vacuum holes under it. • Roll paper makes a fluttering sound during printing. There may be a fluttering sound when large paper is advanced. • You suddenly hear the sound of cleaning operations. At regular intervals, for printer maintenance, cleaning operations will begin automatically, even if the printer is in Sleep mode. • You suddenly hear the sound of ink agitation. At regular intervals, to ensure optimal printing quality, the ink is agitated automatically, even if the printer is in Sleep mode. Ink agitation takes about a minute and a half. The ink is also agitated automatically under the following conditions. Note that other operations are not possible while "**Agitating...**" is displayed on the control panel. • After the printer is turned on • After data transmission • After ink tank replacement In other cases, contact your Canon dealer.

Messages advising to check the maintenance cartridge are not cleared

Cause	Corrective Action
The printer has not detected the new Maintenance Cartridge that was used to replace the old one.	Remove the new Maintenance Cartridge you have just installed and insert it again firmly. (See "Replacing the Maintenance Cartridge.") →P.46

The printer consumes a lot of ink

Cause	Corrective Action
Many full-page color images are printed.	In print jobs such as photos, images are filled with color. This consumes a lot of ink. This does not indicate a problem with the printer.
Head Cleaning B in the Control Panel menu is executed frequently.	**Head Cleaning B** in the Control Panel menu consumes a lot of ink. This does not indicate a problem with the printer. Unless the printer has been moved or stored for a long period or you are troubleshooting Printhead problems, we recommend not performing **Head Cleaning B**, to the extent possible.
You have just finished initial installation, when more ink is consumed to fill the system.	After initial installation or at the first-time use after transfer, ink flows into the system between the Ink Tank and Printhead, which may cause the ink level indicators to drop to 80%. This does not indicate a problem with the printer.
The Printhead nozzles are clogged.	Check for nozzle clogging. (See "Checking for Nozzle Clogging.") →User's Guide

Ink Level Detection

Ink level detection will be deactivated if you load ink tanks once emptied.

Ink level detection

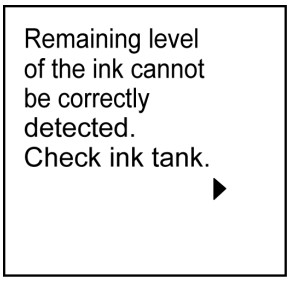
Ink tanks specified for this printer feature an ink level detection function to prevent the ink from running out during printing, which prevents printer damage. (See "Ink Tanks.") →P.23
This function will not work correctly if you use refill ink tanks. As a result, printing stops. Thus, before using refill ink tanks, you must cancel the ink level detection.
Printing with the ink level detection canceled may lead to printer damage and printing problems. Canon Inc. is not liable for any damage that may occur as a result of refilling ink.

Important

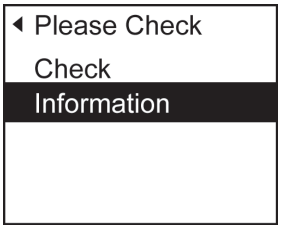
- After ink level detection has been released, this function cannot be reactivated for currently loaded Ink Tank. To use ink level detection again, replace the Ink Tank with new ones specified for use with the printer.
- Repeatedly removing and inserting an Ink Tank may damage the connection between the Ink Tank and the printer, which may cause ink leakage from the Ink Tank and damage the printer.

Releasing ink level detection

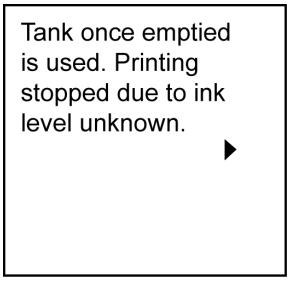
1 On the Display Screen, a message indicates that the ink level cannot be detected. After checking the message, press the ▶ button.



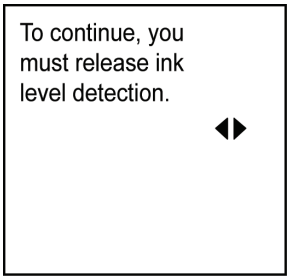
2 Press ▲ or ▼ to select **Information**, and then press the **OK** button.



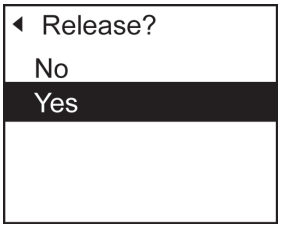
3 A confirmation message is shown on the Display Screen about releasing ink level detection. After checking the message, press the ▶ button.



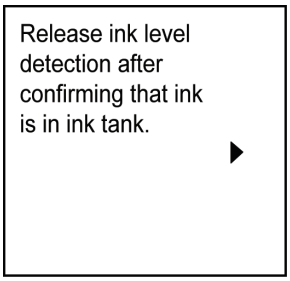
4 After checking the message, press the ▶ button.



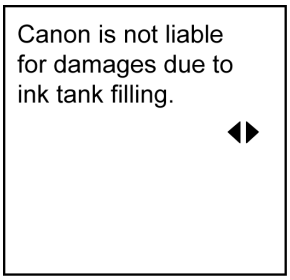
5 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.



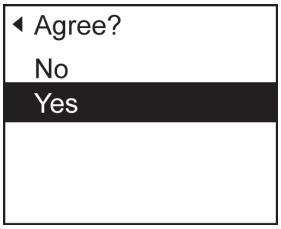
6 Check the message and press the ▶ button.



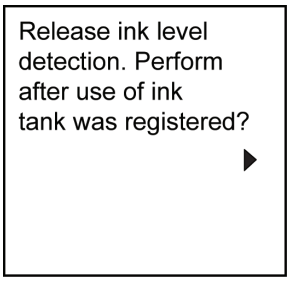
7 Check the message and press the ▶ button.



8 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.

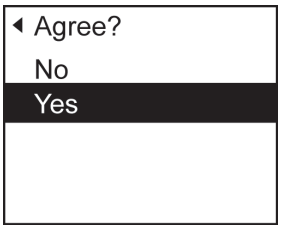


9 A confirmation message about updating ink information is shown on the Display Screen. After checking the message, press the ▶ button.



10 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.

Ink level detection is now released.



Error Message

Messages regarding paper

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Turn on the media take-up unit. 140

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Paper mismatch

Cause	Corrective Action
You tried to print a test pattern for printer adjustment on several sheets, but sheets of different types or sizes of paper were used.	When printing a test pattern for adjustment, use sheets of the same size and type of paper, in the required quantity. Press ▲ or ▼ to select **Change Paper**, press the **OK** button, and replace the paper. (See "Loading and Printing on Sheets.") →User's Guide The printer now starts printing the test pattern.
	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button.

MediaType Mismatch

Cause	Corrective Action
When **Detect Mismatch** in the Control Panel menu is set to **Pause**, the type of paper loaded does not match the type specified in the printer driver.	Follow these steps to ensure the paper type matches on the printer and in the printer driver. 1. Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button. 2. Change the paper type setting in the printer driver to the type loaded in the printer and try printing again.
	Follow these steps to ensure the paper type matches on the printer and in the printer driver. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button.

Cause	Corrective Action
When **Detect Mismatch** in the Control Panel menu is set to **Pause**, the type of paper loaded does not match the type specified in the printer driver.	2. Replace the loaded paper with paper of the type and size you have specified in the printer driver. (See "Loading and Printing on Rolls.") →User's Guide (See "Loading and Printing on Sheets.") →User's Guide
	Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, note that this error may cause paper jams and affect the printing quality.
You tried to print a test pattern for printer adjustment on several sheets, but sheets of different types of paper were used.	When printing a test pattern for adjustment, use sheets of the same type of paper, in the required quantity. Replace the paper as follows and perform adjustment again. 1. Lift the Release Lever and stop printing. 2. Replace the paper. (See "Loading and Printing on Sheets.") →User's Guide 3. Execute adjustment again from the control panel menu.
When **Detect Mismatch** in the Control Panel menu is set to **Warning**, the type of paper loaded does not match the type specified in the printer driver.	You can continue to print, but note that this error may cause problems in the printing results.

The paper is too small.

Cause	Corrective Action
When **Detect Mismatch** in the Control Panel menu is set to **Pause** or **Hold Job**, paper smaller than the size specified in the printer driver is loaded.	Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, note that this error may cause paper jams and affect the printing quality.
	Adjust the paper size setting in the printer driver to match the size loaded in the printer as follows. 1. Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button. 2. Change the paper size setting in the printer driver to the size loaded in the printer and try printing again.
	Replace the loaded paper with paper of a size that matches the size setting in the printer driver as follows. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button to stop printing. 2. Replace the loaded paper to match the settings in the printer driver and try printing again. (See "Loading and Printing on Rolls.") →User's Guide (See "Loading and Printing on Sheets.") →User's Guide
When **Detect Mismatch** in the Control Panel menu is set to **Warning**, paper smaller than the size specified in the printer driver is loaded.	You can continue to print, but note that this error may cause problems in the printing results.

The paper is too small.

"Replace paper with A4/LTR (vertical) or larger"

Cause	Corrective Action
The loaded paper is too small. (When you have attempted to print a test print sheet or other printer status information.)	Replace the paper with paper of A4/Letter (vertical) size or larger as follows. 1. Press ▲ or ▼ to select **Change Paper**, press the **OK** button, and remove the paper. (See "Removing Sheets.") →P.21 2. Switch to paper A4/Letter (vertical) or larger. (See "Loading and Printing on Sheets.") →User's Guide The printer will resume printing.

Cause	Corrective Action
The loaded paper is too small. (When you have attempted to print a test print sheet or other printer status information.)	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button.

"Replace roll with 10 in. wide or larger roll."

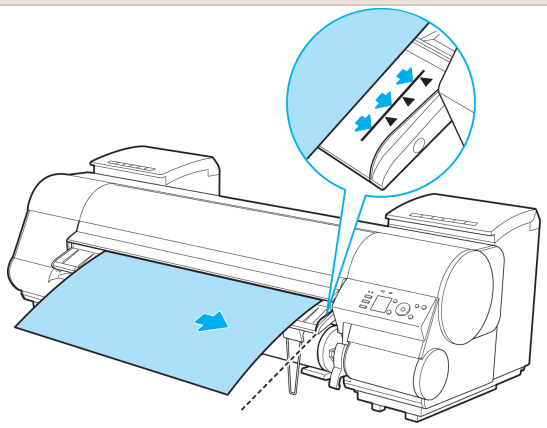
Cause	Corrective Action
The loaded paper is too small. (When you have attempted to print a test print sheet or other printer status information.)	Replace the roll with a roll 10 inches in width or larger as follows. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button. (See "Removing the Roll from the Printer.") →P.15 (See "Removing the Roll Holder from Rolls.") →User's Guide 2. Replace the roll with a roll 10 inches wide or larger. (See "Attaching the Roll Holder to Rolls.") →P.9 (See "Loading Rolls in the Printer.") →P.11 The printer will resume printing.
	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button.

PaprWidth Mismatch

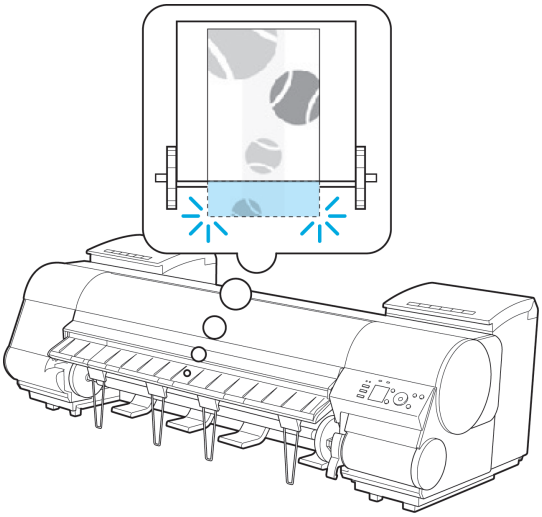
Cause	Corrective Action
When **Detect Mismatch** in the Control Panel menu is set to **Pause** or **Hold Job**, the width of the loaded roll does not match the width specified in **Fit Roll Paper Width** in the printer driver.	Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, note that this error may cause paper jams and affect the printing quality.
	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button.
	Follow these steps to replace the roll to match the width specified in the printer driver. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button. (See "Removing the Roll from the Printer.") →P.15 (See "Removing the Roll Holder from Rolls.") →User's Guide 2. Replace with paper of the width configured in the printer driver. (See "Attaching the Roll Holder to Rolls.") →P.9 (See "Loading Rolls in the Printer.") →P.11 The printer now starts printing the print job.
	Make sure the roll width selected in the dialog box displayed when you select **Fit Roll Paper Width** in the printer driver matches the width of the roll loaded in the printer, and then try printing again.

Paper size not detected.

Cause	Corrective Action
Paper has been loaded askew, or warped paper has been loaded.	Lift up the Release Lever and reload the paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18 If "**Not finished printing. Finish printing remaining jobs?**" is displayed on the Display Screen, press the **OK** button. Printing will resume, starting from the page on which the error occurred.

Cause	Corrective Action
	If this error recurs after you reload the roll, remove the Roll Holder from the printer, push the roll firmly in until it touches the Roll Holder flange, and reload the Roll Holder in the printer. (See "Attaching the Roll Holder to Rolls.") →P.9
Because the Platen is soiled with ink or other substances, the size of the clear film cannot be detected.	Open the Top Cover and clean the entire Platen. (See "Cleaning Inside the Top Cover.") →P.53

Insufficient paper for job

Cause	Corrective Action
The printer has received a print job longer than the amount of roll paper left when **ManageRemainRoll** in the Control Panel menu is **On**. 	Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. When using the Media Take-up Unit, press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, the roll paper may run out during the print job and you may not be able to print all of the document.
	Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button. Change the **Paper Source** of the printer driver, or replace the roll with a roll that has enough paper for the print job, and then printt. When using the Media Take-up Unit, press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing. Remove the printed document from the Media Take-up Unit, replace the roll with a roll that has enough paper for the print job, and then try printing again. (See "Removing the Roll from the Printer.") →P.15 (See "Loading Rolls in the Printer.") →P.11 (See "Removing Printed Documents from the Media Take-up Unit (Optional).") →User's Guide
	Press ▲ or ▼ to select **Stop Printing** or press the **Stop** button to stop printing.

This paper cannot be used as size is not supported.

Cause	Corrective Action
Paper that is too large for the printer has been loaded.	Lift the Release Lever and load paper of the correct size. (See "Paper Sizes.") →User's Guide

Cause	Corrective Action
Paper that is too small for the printer has been loaded.	Lift the Release Lever and load paper of the correct size. (See "Paper Sizes.") →User's Guide
Paper has been loaded that is too small to print the test pattern for printhead adjustment or nozzle checking.	Lift the Release Lever and load unused paper A4/Letter (vertical) or larger. More than one sheet may be required depending on the adjustment.

Roll printing is selected.

Cause	Corrective Action
You have attempted to print on a roll, but no roll is loaded.	Press ▲ or ▼ to select **Load Roll Paper**, and then press the **OK** button. Load the roll, and then print. (See "Attaching the Roll Holder to Rolls.") →P.9 (See "Loading Rolls in the Printer.") →P.11
	Press ▲ or ▼ and select **Stop Printing** or press the **Stop** button to stop printing.

Roll printing is selected, but sheets are loaded.

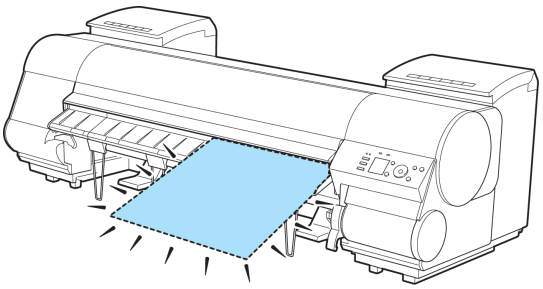
Cause	Corrective Action
A print job for rolls was received when a sheet is loaded.	Follow these steps to load and print on a roll. 1. Press ▲ or ▼ to select **Eject Paper**, press the **OK** button, and remove the sheet. (See "Removing Sheets.") →P.21 2. Load a new roll. (See "Loading Rolls in the Printer.") →P.11 The printer now starts printing the print job.
	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button.

The roll is empty.

Cause	Corrective Action
The roll is empty.	Follow these steps to replace the used roll with a new roll of the same type and size. 1. Lift the Release Lever and remove the roll. (See "Removing the Roll from the Printer.") →P.15 (See "Removing the Roll Holder from Rolls.") →User's Guide 2. Load the new roll. (See "Attaching the Roll Holder to Rolls.") →P.9 (See "Loading Rolls in the Printer.") →P.11 3. If no barcode was printed on the roll, specify the type of paper. (See "Changing the Type of Paper.") →User's Guide 4. When you have selected **ManageRemainRoll** > **On** in the control panel menu and a barcode is not printed on the roll, also specify the paper length. (See "Specifying the Paper Length.") →User's Guide 5. If "**Not finished printing. Finish printing remaining jobs?**" is shown on the Display Screen, press the **OK** button. Printing will resume, starting from the page on which the error occurred.
There is remaining roll paper, but because it could not be advanced, it could not be detected. • If the trailing edge of the paper is taped to the roll paper core	The paper was not advanced because the trailing edge is taped to the roll paper core. Remove the used roll paper and insert a new roll paper. (See "Removing the Roll from the Printer.") →P.15 (See "Removing the Roll Holder from Rolls.") →User's Guide (See "Loading and Printing on Rolls.") →User's Guide
There is remaining roll paper, but because it could not be advanced, it could not be detected.	The paper was not advanced because the unused portion of the roll paper is heavy and is placing a burden on the printer. It may be helpful to change the printing mode, which will change the paper feed timing.

Cause	Corrective Action
• If the unused portion of the roll paper is heavy and is placing a burden on the printer	Choose a higher level of **Print Quality** in the **Advanced Settings** of the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") →User's Guide

No sheets.

Cause	Corrective Action
A sheet has come out of the printer during printing. 	1. Lift the Release Lever and remove the paper. 2. Reload the paper. (See "Loading Sheets in the Printer.") →P.18

Sheet printing is selected.

Cause	Corrective Action
You have attempted to print on a sheet, but no sheet is loaded.	Press ▲ or ▼ to select **Load Paper**, and then press the **OK** button. Load a sheet, and then print. (See "Loading and Printing on Sheets.") →User's Guide
	Press ▲ or ▼ and select **Stop Printing** or press the **Stop** button to stop printing.

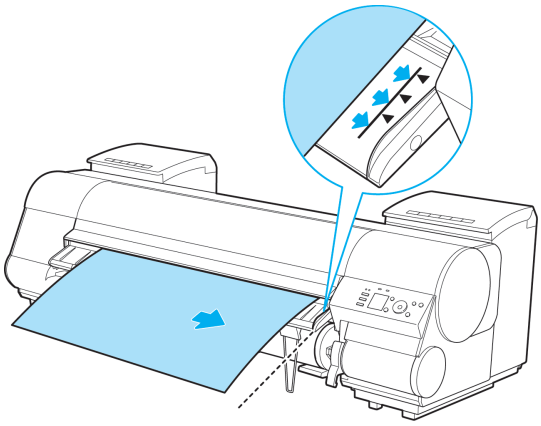
Regular printing is selected, but a roll is loaded.

Cause	Corrective Action
A print job for printing on sheets was sent when a roll is loaded.	1. Press ▲ or ▼ to select **Remove Roll Paper**, and then press the **OK** button to stop printing. 2. After removing the roll, load and print on a sheet of the type and size of paper you have specified in the printer driver. (See "Removing the Roll from the Printer.") →P.15 (See "Loading and Printing on Sheets.") →User's Guide
	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing.
You are using a roll with the Media Take-up Unit, but a print job requiring sheets was sent.	1. Press the **OK** button to stop printing. 2. After removing the roll, load and print on a sheet of the type and size of paper you have specified in the printer driver. (See "Removing Printed Documents from the Media Take-up Unit (Optional).") →User's Guide (See "Loading and Printing on Sheets.") →User's Guide

Paper jam.

Cause	Corrective Action
A paper jam occurred in the printer during printing.	1. Lift the Release Lever and remove the jammed paper. (See "Clearing Jammed Roll Paper.") →P.102 (See "Clearing a Jammed Sheet.") →P.105 2. Load the paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18 3. If "**Not finished printing. Finish printing remaining jobs?**" is shown on the Display Screen, press the **OK** button. Printing will resume, starting from the page on which the error occurred.

Paper loaded askew.

Cause	Corrective Action
Paper loaded crooked was detected when the paper was advanced. 	Lift up the Release Lever and reload the paper. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18
	If this error recurs after you reload the roll, remove the Roll Holder from the printer, push the roll firmly in until it touches the Roll Holder flange, and reload the Roll Holder in the printer. (See "Attaching the Roll Holder to Rolls.") →P.9

Important

- To disable this message (if it is displayed repeatedly despite reloading paper, for example), choose **Off** or **Loose** in the **Skew Check Lv.** setting of the printer menu. However, this may cause jams and printing problems because paper may be askew when printed. Also, the Platen may become soiled, which may soil the back of the next document when it is printed.

Cannot detect papr

Cause	Corrective Action
The printer could not detect the paper.	Reload the paper as follows. 1. Remove the paper and press the **OK** button. 2. Reload the paper. (See "Loading Sheets in the Printer.") →P.18 (See "Loading Rolls in the Printer.") →P.11

Cannot feed paper.

Cause	Corrective Action
Paper could not be advanced correctly during feeding.	1. Lift the Release Lever and remove the jammed paper. (See "Clearing Jammed Roll Paper.") →P.102 (See "Clearing a Jammed Sheet.") →P.105 2. Load paper. 3. Lower the Release Lever. 4. If "**Not finished printing. Finish printing remaining jobs?**" is shown on the Display Screen, press the **OK** button. Printing will resume, starting from the page on which the error occurred. (See "Loading Rolls in the Printer.") →P.11 (See "Loading Sheets in the Printer.") →P.18

Cannot cut this paper.

Cause	Corrective Action
There are sheets left on the Ejection Guide.	1. Lift the Release Lever and remove the paper. 2. Load paper. 3. Lower the Release Lever.

Cause	Corrective Action
There are sheets left on the Ejection Guide.	4. If "**Not finished printing. Finish printing remaining jobs?**" is shown on the Display Screen, press the **OK** button. Printing will resume, starting from the page on which the error occurred. (See "Loading Rolls in the Printer.") →P.11
There is a foreign object by the Output Tray, obstructing the Cutter Unit.	1. Lift the Top Cover and remove the foreign object. 2. If "**Not finished printing. Finish printing remaining jobs?**" is shown on the Display Screen, press the **OK** button. Printing will resume, starting from the page on which the error occurred.
You are not using the printer under the recommended environmental conditions for the paper.	Use the printer only where the recommended environmental conditions for the paper are met. Note that various environmental conditions are recommended for various types of paper. For details on the recommended environmental conditions, see the Paper Reference Guide. (See "Paper Reference Guide.")
You are using paper that is not compatible with automatic cutting.	1. Specify **Manual** as the cutting method and use scissors or a cutting tool to cut the roll. (See "Specifying the Cutting Method for Rolls.") →User's Guide For information about paper that is compatible with automatic cutting, see the Paper Reference Guide. (See "Paper Reference Guide.") 2. Lift the Release Lever and remove the paper.
In other cases, the Cutter Unit may be damaged.	Contact your Canon dealer for assistance.

End of paper feed.

Cause	Corrective Action
Although an attempt was made to advance the paper manually, it reached the limit position that can be advanced.	Canceling manual advancing. (See "Feeding Roll Paper Manually.") →User's Guide
Paper can be retracted only up to 17 mm (0.7 in) when using the Media Take-up Unit.	Canceling manual advancing.

Rel lever is in wrong position.

Cause	Corrective Action
The Release Lever is up.	Lower the Release Lever.
	If the error occurs again, turn off the printer and wait a while before restoring power.

Rewinding error.

Cause	Corrective Action
There is some foreign object near the Media Take-up Unit sensor and the roll cannot be detected.	Remove the foreign object near the sensor.
The Media Take-up Unit sensor is soiled and the roll cannot be detected.	Wipe the sensor with a dry cloth to clean it.
The roll is out of range of detection by the Media Take-up Unit sensor.	Reload the roll. Press the **OK** button to clear the error. (See "Loading Rolls in the Printer.") →P.11 (See "Loading the Rewind Spool on the Media Take-up Unit.") →User's Guide
A paper jam has occurred and the roll cannot be rewound.	Remove the paper from the Media Take-up Unit. Press the **OK** button to clear the error.
The Media Take-up Unit sensor is damaged.	Contact your Canon dealer for assistance.

*1: Printing will stop momentarily if an error involving the Media Take-up Unit occurs. If you prefer printing not to stop, set **Skip Take-Up Err** to **On**. However, note that this error may cause paper jams and affect the printing quality.

Media take-up unit ready.

Cause	Corrective Action
The **Take-up Reel** setting in the printer **Set./Adj. Menu** was changed from **Enable** to **Disable**, but a print job was received before the roll was removed.	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing. The mode switches from take-up mode to regular mode after you change the **Take-up Reel** setting in the **Set./Adj. Menu** from **Enable** to **Disable** and lift the Release Lever to remove a roll, or after you execute **Paper Cutting**.
	Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing.

Turn on the media take-up unit.

Cause	Corrective Action
The **Take-up Reel** setting in the control panel menu was changed to **Enable** while the power to the **Take-up Reel** was off and the **Roll Media lamp** on the control panel was lit.	Turn the Media Take-up Unit on.
	The **Take-up Reel** setting in the control panel menu changes to **Disable**.

Borderless printng not possible.

Cause	Corrective Action
The print job received specifies a type or width of paper that is not compatible with borderless printing.	Follow these steps to change the settings of the print job to enable borderless printing. 1. Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button. 2. Make sure the correct printer driver for the printer is selected and try printing again. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide. (See "Paper Reference Guide.")
	Select **None** when you have set **Detect Mismatch** on the control panel to **Warning**. However, note that this error may cause paper jams and affect the printing quality.
	Press ▲ or ▼ to select **Print With Border**, and then press the **OK** button to continue printing. The document will be printed with a border.
The loaded paper is a size not compatible with borderless printing.	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button.
	Replace the paper with paper compatible for borderless printing as follows. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button. (See "Removing the Roll from the Printer.") →P.15 (See "Removing the Roll Holder from Rolls.") →User's Guide 2. Replace the paper with paper compatible for borderless printing. (See "Attaching the Roll Holder to Rolls.") →P.9 (See "Loading Rolls in the Printer.") →P.11 The printer now starts printing the print job. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide. (See "Paper Reference Guide.")
	Press ▲ or ▼ to select **Print With Border**, and then press the **OK** button to continue printing. The document will be printed with a border.

Paper position not suitable for borderless printing.

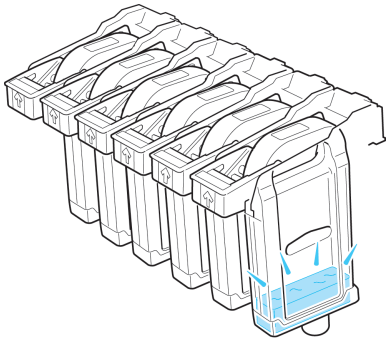
Cause	Corrective Action
Because paper expands or contracts depending on the environment of use, it may become narrower or wider than the supported width for borderless printing.	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button. Use each type of paper only where the recommended environmental conditions are met. For details on environmental conditions for various paper, see the Paper Reference Guide. (See "Paper Reference Guide.")
	Select **None** when you have set **Detect Mismatch** in the Control Panel menu to **Warning**. However, note that this error may affect the printing quality.

Cause	Corrective Action
The paper is loaded askew.	Press ▲ or ▼ to select **Change Paper** and straighten the paper so that the edges are between the ink grooves for borderless printing. Insert the roll firmly until it touches the flange of the Roll Holder. (See "Attaching the Roll Holder to Rolls.") →P.9
	Select **None** when you have set **Detect Mismatch** in the Control Panel menu to **Warning**. However, note that this error may affect the printing quality.
	Press ▲ or ▼ to select **Print With Border**, and then press the **OK** button to continue printing. The document will be printed with a border.
	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button.

Messages regarding ink

Ink insufficient. 142
No ink left. 142
Remaining level of the ink cannot be correctly detected. 142
Close Ink Tank Cover 142
Ink tank is empty. 143
Not much ink is left. 143
No ink tank loaded. 143
The following ink tanks cannot be recognized. 143

Ink insufficient.

Cause	Corrective Action
The ink level is low, so you cannot print, clean the Printhead, or do other operations that require ink. 	Press the **OK** button and replace the Ink Tank that is low with a new Ink Tank. (See "Replacing Ink Tanks.") →P.23

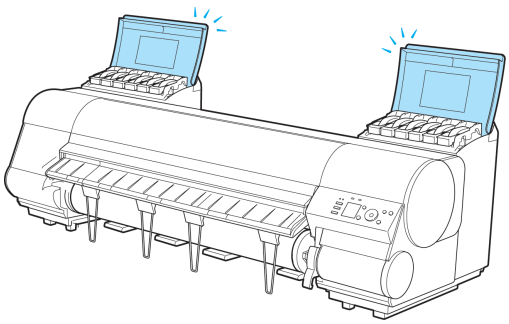
No ink left.

Cause	Corrective Action
There is no ink left. There are no ink colors with × displayed above the remaining ink indicator.	Press the **OK** button, open the Ink Tank Cover, and replace the Ink Tank for the color that is out of ink. (See "Replacing Ink Tanks.") →P.23

Remaining level of the ink cannot be correctly detected.

Cause	Corrective Action
Ink level detection cannot work correctly if you use refill ink tanks.	The refill ink tank can no longer be used. See the section **Ink level detection** and take the appropriate action. (See "Ink Level Detection.") →P.129

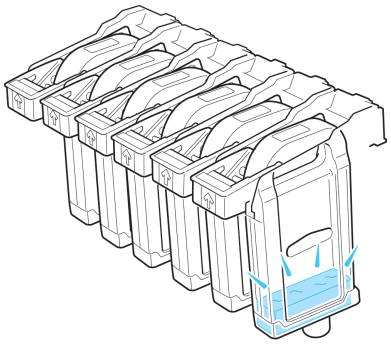
Close Ink Tank Cover

Cause	Corrective Action
The Ink Tank Cover is open. 	Close the Ink Tank Cover.

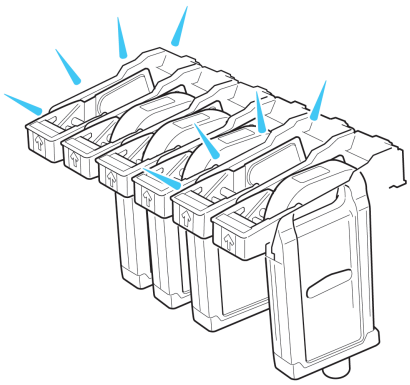
Ink tank is empty.

Cause	Corrective Action
There is no ink left in an ink tank. There are no ink colors with × displayed above the remaining ink indicator in the Ink tab top screen. (See "Checking Ink Tank Levels.") →User's Guide	Open the Ink Tank Cover, and replace the Ink Tank for the color that is out of ink. (See "Replacing Ink Tanks.") →P.23

Not much ink is left.

Cause	Corrective Action
Not much ink is left. 	Prepare a new Ink Tank. We recommend replacing the Ink Tank with a new Ink Tank at this point if you plan to print large-format or high-quantity jobs.

No ink tank loaded.

Cause	Corrective Action
There is no Ink Tank of the indicated color in the printer. 	Load the Ink Tank. (See "Replacing Ink Tanks.") →P.23
There is a problem with the Ink Tank.	Replace it with a new Ink Tank. (See "Replacing Ink Tanks.") →P.23

The following ink tanks cannot be recognized.

Cause	Corrective Action
An Ink Tank that is incompatible with the printer is loaded.	Load an Ink Tank that is compatible with the printer. (See "Replacing Ink Tanks.") →P.23

Messages regarding printing or adjustment

Cannot execute this command. Use other paper. 144
Cannot adjust printhead. 147
Cannot calibrate. 144
Excessive temperature or humidity. 144
Please execute common calibration. 144
Please commn calibrt using above paper. 145
Please calibrate using above paper. 145
Borderless printng not possible. Paper stretched or shrank. 145
Before borderless printing, move the blue platen switch. 145
Borderless printng not possible. 140
Blue platen switch is dirty. 145
Move the blue platen switch No.xx to the right. (xx represents a number) 146
Cannot adjust paper feed. 146
Check printed document. 146

Cannot execute this command. Use other paper.

Cause	Corrective Action
Paper compatible with color calibration is not loaded.	1. Press the **OK** button to clear the error. 2. Load paper that is compatible with color calibration. See the Paper Reference Guide. (See "Paper Reference Guide.") Always make sure the loaded paper matches the type of paper in the printer paper settings. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

Cannot calibrate.

Cause	Corrective Action
The paper for printing a test pattern is soiled. Otherwise, you have loaded colored paper.	Press the **OK** button to clear the error. Load unused paper compatible with color calibration. (See "Paper Reference Guide.")
The test pattern was printed too faintly.	Press the **OK** button to clear the error. Take steps to remedy faint printing. (See "Printing is faint.") →P.113
Direct sunlight or strong lighting may be shining on the printer and causing the sensor to malfunction.	Press the **OK** button to clear the error. Take steps to ensure the printer is not used when exposed to direct sunlight or strong lighting.

Excessive temperature or humidity.

Cause	Corrective Action
The temperature or humidity where the printer is installed is out of the acceptable range for operation.	Press ▲ or ▼ to select **Stop**, and then press the **OK** button to stop printing. Use the printer under suitable environmental conditions. Also note that various environmental conditions are recommended for various types of paper. For details on the recommended environmental conditions, see the Paper Reference Guide. (See "Paper Reference Guide.")
	Press ▲ or ▼ to select **Continue**, and then press the **OK** button to continue with color calibration. However, note that correct adjustment may not be possible.

Please execute common calibration.

Cause	Corrective Action
There is not even one Common calibration execution result.	Execute Common calibration.

Cause	Corrective Action
Note that this is displayed when all of the following are satisfied. • If **Set Exec. Guide** is **On** in the Control Panel menu. • If the printer is loaded with a type of paper on which color calibration cannot be executed.	(See "Color Calibration Using the Printer Sensor.") →User's Guide Set **Set Exec. Guide** to **Off** on the Control Panel menu. (See "Menu Structure.") →P.62

Please commn calibrt using above paper.

Cause	Corrective Action
It is now recommended that you execute Common calibration. Note that this is displayed when **Set Exec. Guide** in the Control Panel menu is set to **On** and any of the following is true. • If the printer is loaded with a type of paper on which color calibration cannot be executed and the predefined conditions since executing the Common calibration the last time have been reached. • Although a media type that color calibration can be executed on is loaded in the printer, there is no record or performing color calibration on that media, and the designated criteria from executing Common calibration the last time have been reached.	Execute Common calibration. (See "Color Calibration Using the Printer Sensor.") →User's Guide Set **Set Exec. Guide** to **Off** on the Control Panel menu. (See "Menu Structure.") →P.62

Please calibrate using above paper.

Cause	Corrective Action
It is now recommended that you execute Unique calibration. Note that this is displayed when **Set Exec. Guide** in the Control Panel menu is set to **On** and any of the following is true. • If the printer is loaded with a type of paper on which color calibration can be executed, but there is no record of having executed color calibration on that paper or a record of having executed Common calibration other any other type of paper. • If the printer is loaded with a type of paper on which color calibration can be executed, there is a record of having executed color calibration on that paper, and the predefined conditions since executing the color calibration the last time have been reached.	Execute Unique calibration. (See "Color Calibration Using the Printer Sensor.") →User's Guide Set **Set Exec. Guide** to **Off** on the Control Panel menu. (See "Menu Structure.") →P.62

Borderless printng not possible. Paper stretched or shrank.

Cause	Corrective Action
The loaded roll has expanded or contracted due to environmental conditions, making it wider or narrower than the supported width for borderless printing.	Press the **OK** button to stop printing. Use each type of paper only where the recommended environmental conditions are met. For details on environmental conditions for various paper, see the Paper Reference Guide. (See "Paper Reference Guide.")

Before borderless printing, move the blue platen switch.

Cause	Corrective Action
The blue Switch on the platen was set to the side opposite ● when a borderless print job was received.	Before borderless printing, set the blue Switch on the platen to the ● side. (See "Setting the Blue Switch on the Platen.") →P.118

Blue platen switch is dirty.

Cause	Corrective Action
The blue Switch on the platen is dirty.	Open the Top Cover and clean the blue Switch on the platen. (See "Cleaning Inside the Top Cover.") →P.53

Move the blue platen switch No.xx to the right. (xx represents a number)

Cause	Corrective Action
The printer has detected that the blue Switch on the platen needed in maintenance during printing is set away from the ● mark.	Set blue platen Switch of the indicated number toward the ● side. (See "Setting the Blue Switch on the Platen.") →P.118

Cannot adjust paper feed.

Cause	Corrective Action
The Printhead nozzles are clogged.	Execute **Adj. Quality** again, as follows. 1. Press the **OK** button to clear the error. 2. Print a test pattern to check the nozzles. (See "Checking for Nozzle Clogging.") →User's Guide 3. Clean the Printhead if the nozzles are clogged. (See "Cleaning the Printhead.") →P.55 4. Execute **Adj. Quality** again. (See "Automatic Banding Adjustment.") →User's Guide
Highly transparent film is loaded that cannot be used for automatic feed amount adjustment.	Press the **OK** button to clear the error, and then adjust the feed amount manually. (See "Manual Banding Adjustment.") →User's Guide

Check printed document.

Cause	Corrective Action
The Printhead nozzles are becoming clogged.	If printing is faint, clean the Printhead. (See "Cleaning the Printhead.") →P.55

Messages regarding printheads

Cannot adjust printhead. 147
PHeads: wrong pos. 147
Wrong x printhead. (x is L, R, or not displayed) 147
x printhead error (x is L, R, or not displayed) 147
Cannot recognize print head x. (x is L, R, or not displayed) 148
Execute printhead cleaning. 148

Cannot adjust printhead.

Cause	Corrective Action
The Printhead nozzles are clogged.	Execute **Head Posi. Adj.** again, as follows. 1. Press the **OK** button to clear the error. 2. Print a test pattern to check the nozzles. (See "Checking for Nozzle Clogging.") →User's Guide 3. Clean the Printhead if the nozzles are clogged. (See "Cleaning the Printhead.") →P.55 4. Execute **Head Posi. Adj.** again. (See "Automatic Adjustment to Straighten Lines and Colors.") →P.97
The Printhead cannot be aligned; highly transparent film is loaded.	Press the **OK** button to clear the error. We recommend using a type of paper that you often use, other than film, for Printhead adjustment. (See "Automatic Adjustment to Straighten Lines and Colors.") →P.97

PHeads: wrong pos.

Cause	Corrective Action
The printheads are installed in the wrong positions.	Open the Top Cover and switch the Printhead used once in the right side to the right side. Switch the Printhead used once in the left side to the left side.

Wrong x printhead. (x is L, R, or not displayed)

Cause	Corrective Action
An incompatible Printhead has been installed.	Open the Top Cover. Replace the Printhead L with a new one if Printhead L is displayed and the Printhead R if Printhead R is displayed. If neither left or right is indicated, replace both Printhead L and Printhead R with new ones. (See "Replacing the Printhead.") →P.34

x printhead error (x is L, R, or not displayed)

Cause	Corrective Action
There is a problem with the Printhead.	Follow these steps to replace the Printhead. 1. Open the Top Cover. 2. Replace the Printhead L with a new one if Printhead L is displayed and the Printhead R if Printhead R is displayed. If neither left or right is indicated, replace both Printhead L and Printhead R with new ones. (See "Replacing the Printhead.") →P.34
	Follow these steps to replace the Printhead. 1. Turn off the printer, wait a while, and then turn it on again. 2. Open the Top Cover. 3. Replace the left printhead with a new one if Printhead L is displayed and the right one if Printhead R is displayed. If neither left or right is indicated, replace both printheads. (See "Replacing the Printhead.") →P.34

Cannot recognize print head x. (x is L, R, or not displayed)

Cause	Corrective Action
No Printhead is installed.	Follow these steps to install the Printhead. 1. Open the Top Cover. 2. Install the Printhead L if Printhead L is displayed and the Printhead R if Printhead R is displayed. If neither left or right is indicated, install both Printhead L and Printhead R. (See "Replacing the Printhead.") →P.34
The Printhead cannot be recognized because it is not installed correctly.	Follow these steps to reinstall the Printhead. 1. Open the Top Cover. 2. Reinstall the Printhead L if Printhead L is displayed and the Printhead R if Printhead R is displayed. If neither left nor right is indicated, re-install both Printhead L and Printhead R. (See "Replacing the Printhead.") →P.34

Execute printhead cleaning.

Cause	Corrective Action
The Printhead nozzles are clogged.	Follow these steps to clean the Printhead. 1. Stop printing by pressing ▲ or ▼ to select **Stop Printing**. 2. Clean the Printhead. (See "Cleaning the Printhead.") →P.55 If the message is still displayed when printing, replace the Printhead. (See "Replacing the Printhead.") →P.34
	Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, note that this error may affect the printing quality.
	If **OK** is shown on the Display Screen, clean the Printhead. 1. Press the **OK** button on the Control Panel to stop printing. 2. Clean the Printhead. (See "Cleaning the Printhead.") →P.55 If the message is still displayed when printing, replace the Printhead. (See "Replacing the Printhead.") →P.34

Messages regarding the maintenance cartridge

No maintenance cartridge. 149
Wrong maintenance cartridge. 149
Maint. cart. The level is low 149
No Maintenance Cartridge capacity. 149
Maintenance cartridge full. 149
Maintenance cartridge problem. 149

No maintenance cartridge.

Cause	Corrective Action
The Maintenance Cartridge is not installed.	Install the Maintenance Cartridge. (See "Replacing the Maintenance Cartridge.") →P.46

Wrong maintenance cartridge.

Cause	Corrective Action
A Maintenance Cartridge for a different model of printer is installed.	Replace it with the Maintenance Cartridge for your particular model. (See "Maintenance Cartridge.") →P.46

Maint. cart. The level is low

Cause	Corrective Action
The Maintenance Cartridge is almost full.	You can continue to print, but prepare a new Maintenance Cartridge to use when the message for replacement is displayed.

No Maintenance Cartridge capacity.

Cause	Corrective Action
The Maintenance Cartridge cannot absorb enough ink for Printhead cleaning or other operation.	After confirming that the printer has stopped operating, replace the Maintenance Cartridge. (See "Replacing the Maintenance Cartridge.") →P.46

Maintenance cartridge full.

Cause	Corrective Action
The Maintenance Cartridge is full.	After confirming that the printer has stopped operating, replace the Maintenance Cartridge. (See "Replacing the Maintenance Cartridge.") →P.46

Maintenance cartridge problem.

Cause	Corrective Action
An incompatible or used Maintenance Cartridge has been installed.	Install an unused Maintenance Cartridge specified for use with the printer. (See "Replacing the Maintenance Cartridge.") →P.46

Messages regarding the hard disk

Hard disk error. 150
File read error. 150
The mail box is full. 150
Mail box full. Now printing without saving data. 150
Mail box nearly full. 150
Maximum jobs stored. 150
Mail box full. Delete unwanted data 150

Hard disk error.

Cause	Corrective Action
The format of the printer's hard disk is invalid.	Press the **OK** button to start reformatting the hard disk. When formatting is finished, data on the printer hard disk is erased and the printer automatically restarts.

File read error.

Cause	Corrective Action
Files on the printer's hard disk have become corrupted.	Restart the printer. Only the corrupted files will be deleted, and the printer will restart.

The mail box is full.

Cause	Corrective Action
There is no more space on the printer's hard disk.	Press the **Stop** button and stop printing.
	Delete print jobs from the queue. (See "Managing the Job Queue (Deleting or Preempting Other Jobs).") →User's Guide
	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") →User's Guide

Mail box full. Now printing without saving data.

Cause	Corrective Action
No more space is available on the printer's hard disk, so jobs are now printed without saving them. (Print jobs can no longer be saved on the hard disk.)	After printing, this message is cleared.
	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") →User's Guide

Mail box nearly full.

Cause	Corrective Action
The free hard disk space left for Personal Boxes in the printer's hard disk does not have more than 1 GB, combined.	Delete unneeded jobs stored in Personal Boxes. (See "Deleting Saved Jobs.") →User's Guide

Maximum jobs stored.

Cause	Corrective Action
100 jobs are stored in the personal box.	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") →User's Guide

Mail box full. Delete unwanted data

Cause	Corrective Action
100 jobs are stored in the Personal Box.	Press the **Stop** button and stop printing.
	Delete print jobs from the queue. (See "Managing the Job Queue (Deleting or Preempting Other Jobs).") →User's Guide

Cause	Corrective Action
100 jobs are stored in the Personal Box.	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") →User's Guide

Other Messages

GARO Wxxxx (x represents a number) 152
ERROR Exxx-xxxx (x represents a letter or number) 152
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Prepare for parts replacement. 153
Parts replacement time has passed. 153
Unknown file. 153
Calibration There is a problem with the multi-sensor. 153
Multi-sensor error 153

GARO Wxxxx (x represents a number)

Cause	Corrective Action
There is a problem with the print job.	Try printing again, using the correct printer driver.
	It is also possible to continue printing in this state. However, you may not be able to obtain the desired printing results.

ERROR Exxx-xxxx (x represents a letter or number)

Cause	Corrective Action
An error requiring service may have occurred. ERROR Exxx-xxxx Call for service. OK: Printer Info.	Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.

Hardware error. xxxxxxxx-xxxx (x represents a letter or number)

Cause	Corrective Action
The last portion of roll paper was used during a print job. The paper was not advanced because the trailing edge is taped to the roll.	Turn off the printer and remove the roll from the printer before restoring power.
Fastening tape or the Belt Stopper has not been removed inside the Top Cover.	Turn off the printer, open the Top Cover and remove the tape or the Belt Stopper before restoring power.
An error requiring service may have occurred. Hardware error. xxxxxxxx-xxxx Turn off printer, wait, then turn on again. OK: Printer Info.	Turn off the printer and wait at least three seconds before re-storing the power. If the message is displayed again, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.

Top cover is open.

Cause	Corrective Action
The printer has detected that the Top Cover is open.	Open the Top Cover fully, remove any foreign objects, and close the Top Cover again.
	If the error occurs again, turn off the printer and wait a while before restoring power.

Prepare for parts replacement.

Cause	Corrective Action
It is almost time to replace consumables for which service is required.	If "**Parts replacement time has passed.**" is displayed, you can continue to use the printer for some time. Contact your Canon dealer for assistance.

Parts replacement time has passed.

Cause	Corrective Action
It is past the recommended time to replace consumables for which service is required.	Contact your Canon dealer for assistance.

Unknown file.

Cause	Corrective Action
Data sent to keep the printer up to date (such as paper information) is in the wrong format.	Check the data. Turn off the printer and wait a while before restoring power, and then resend the data.
You have uploaded firmware for a different model.	Check the firmware version. Turn off the printer and wait a while before restoring power, and then resend the firmware.
	If the message is displayed again, contact your Canon dealer for assistance.

Calibration There is a problem with the multi-sensor.

Cause	Corrective Action
The performance of a sensor inside the printer may be impaired.	Press the **OK** button and cancel calibration. Contact your Canon dealer for assistance.

Multi-sensor error

Cause	Corrective Action
Direct sunlight or strong lighting may be shining on the printer and causing the sensor to malfunction.	Take steps to ensure the printer is not used when exposed to direct sunlight or strong lighting.
The performance of a sensor inside the printer may be impaired.	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, contact your Canon dealer for assistance.

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